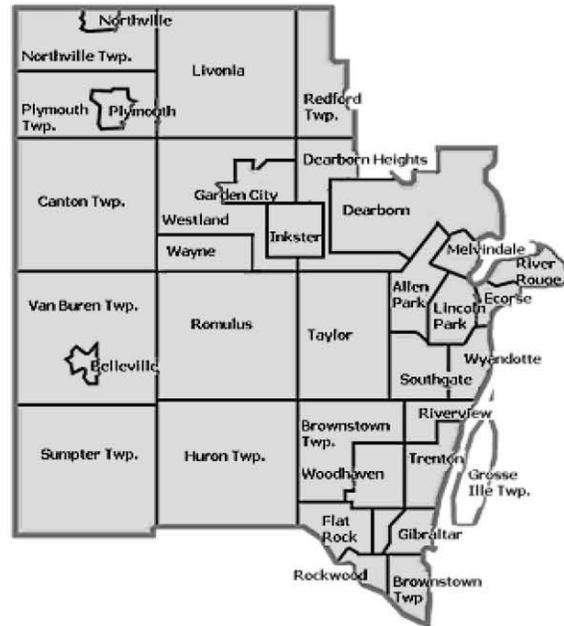


2023-2025 Multi Year Plan
FY 2023 ANNUAL IMPLEMENTATION PLAN
THE SENIOR ALLIANCE, INC. 1-C



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

<https://thesenioralliance.org>

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517-284-0174

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BUREAU OF AGING, COMMUNITY LIVING, AND SUPPORTS

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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. Please include a summary of your agency that touches on each of the items listed below.

- 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.**
- 2. A description of planned special projects and partnerships.**
- 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.**
- 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.**
- 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.**
- 6. A description of the area agency's assessment of the needs of their service population. See *Operating Standard for AAAs C-2, 4.***

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.

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.

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In late 2021 The Senior Alliance added three new Board of Director members that bring a significant experience and expertise to our governing body. These three new members also bring voices and experiences from the black community in our PSA to our policy making board.

In May 2022 our Board of Directors approved amended Organizational Bylaws that created three standing committees: Finance, Compliance and Governance. The revisions also 10 meetings for our Board of Directors, an Executive Committee to meet in case of urgent matters, a new process for appointing Board At-Large members and the Advisory Council membership. Term limits for Board of Director members was also instituted under this revision.

2. A description of planned special projects and partnerships.

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 – particularly in situations where an 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 older and disabled adults 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 currently plans to continue working with our three contractual partners on the MI Health Link Demonstration project as MDHHS transitions this initiative to a D-SNP model. This long-running demonstration project has been exploring a managed long-term service and supports services delivery model for dual-eligible individuals.

TSA will continue to work with a grant from the Michigan Health Endowment Fund to develop and pilot our Hearken program, designed to support lonely and socially isolated older adults (aged 60+) to build sustainable connections leading to greater physical, mental, and emotional health. A Regional Service Definition is also being requested for this innovative program.

TSA adopted a Meals-on-Wheels route in February of 2022 to live our mission in the community. The route runs in in the City of Inkster, where our staff, board members, and advisory council members can volunteer three times per week to deliver meals. TSA will continue to adopt this route as home-delivered meal program transitions back to a 5-day a week hot meal program in 2023 from the frozen meal model implemented by the agency's contracted vendor during the COVID-19 pandemic.

TSA will also continue to partner with Gleaners as a food box distribution site, which started in June of 2022. TSA will assist and facilitate the distribution of up to 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

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informed.

1.3. 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.

1. Response

1. The Senior Alliance (TSA) is moving our workforce to a hybrid workplace model.

1. 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.

1. TSA will maintain National Committee for Quality Assurance (NCQA) accreditation.

1. TSA will maintain Alliance of Information and Referral Systems (AIRS) certification for all Resource Center staff who provide Information and Assistance services.

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

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.

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 monthly.

TSA connected older adults, caregivers, and direct care workers with information about the COVID-19 vaccine through our COVID-19 vaccine outreach initiatives. 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. This campaign included social media outreach, radio ads, billboards and bus signage.

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.

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TSA continues to partner with Gleaners Food Bank on a food box distribution initiative for those with an identified need.

1.5. 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.

The 2023-2025 Request for Proposal process includes a new 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 an emergency COVID-19 initiative that will transition to year-round offering.

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

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 & Assistance team and our Annual Input Survey results.

Information & Assistance's Top 10 Caller Topics in FY 2021:

1. In-Home Health Care
2. Home Delivered Meals/Food Assistance
3. Legal
4. Housing
5. Transportation
6. Personal Emergency Response Systems
7. Veterans Benefits & Assistance
8. Medicare/Medicaid Assistance
9. TSA General Information & Assistance
10. Loan Closet items

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County/Local Unit of Government Review

Area Agencies on Aging must send a letter, with delivery and signature confirmation, requesting approval of the final MYP/AIP by no later than June 24, 2022, to the chairperson of each County Board of Commissioners within the Planning and Service Area (PSA), requesting their approval by July 12, 2022. For a PSA comprised of a single county or portion of the county, approval of the MYP/AIP is to be requested from each local unit of government within the PSA. If the area agency does not receive a response from the county or local unit of government by July 14, 2022, the MYP/AIP is deemed passively approved. The area agency must notify their Bureau of Aging and Community Living Supports (ACLS Bureau) field representative by July 18, 2022, whether their counties or local units of government formally approved, passively approved, or disapproved the MYP/AIP. The area agency may use electronic communication, including email and website-based documents, as an option for acquiring local government review and approval of the MYP/AIP. To employ this option, the area agency must:

Send a letter through the US Mail with delivery and signature confirmation or an email requiring a response confirming receipt to the chief elected official of each appropriate local government advising them of the availability of the final draft MYP/AIP on the area agency's website. Instructions for how to view and print the document must be included. Offer to provide a printed copy of the MYP/AIP via US Mail or an electronic copy via email, if requested. Be available to discuss the MYP/AIP with local government officials, if requested. Request email notification from the local unit of government of their approval of the MYP/AIP, or their related concerns. Please describe the efforts, including the use of electronic communication, made to distribute the MYP/AIP and to 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) 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

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share the draft 2023-2025 MYP and the public hearing notice within their communities.

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Public Hearings

The area agency must employ a strategy for gaining MYP/AIP input directly from the planned service population of older adults, caregivers, and persons with disabilities, along with elected officials, partners, providers and the general public, throughout the PSA. The strategy should involve multiple methods and may include a series of input sessions, use of social media, on-line surveys, etc.

At least two public hearings on the FY 2023-2025 MYP/AIP must be held in the PSA. In-person hearings are preferred, but virtual hearings are acceptable if they follow Michigan's Open Meetings Act and the requirements of the area agency's governing authorities. The hearings must be accessible. When deciding between online and in-person meetings, consider limitations to internet access and other accessibility issues with the relevant populations in your region. In person, e-mail, and written testimony must also be accepted for at least thirty days beginning when the summary of the MYP/AIP is made available.

The area agency must post a notice of the public hearing(s) in a manner that can reasonably be expected to inform the public about the hearing(s). Acceptable posting methods include but are not limited to: paid notice in at least one newspaper or newsletter with broad circulation throughout the PSA, as well as news sources geared toward communities of color, people who are lesbian, gay, bisexual, transgender queer or other (LGBTQ+), immigrant communities and/or other underrepresented groups; presentation on the area agency's website, along with communication via email and social media referring to the notice; press releases and public service announcements; and a mailed notice to area agency partners, service provider agencies, Native American organizations, older adult organizations and local units of government. See *Operating Standards for Area Agencies on Aging*, Section B-2 #3. The public hearing notice should be available at least thirty days before the scheduled hearing. This notice must indicate the availability of a summary of the MYP/AIP at least fourteen days prior to the hearing, and information on how to obtain the summary. All components of the MYP/AIP should be available for the 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 hearings and the public input strategy is also required. Please describe the strategy/approach employed to encourage public attendance and testimony on the MYP/AIP. Tell us the strategy used specifically to inform communities of color, LGBTQ+, immigrant communities and/or other underrepresented groups. Describe all methods used to gain public input and the resultant impact on the MYP/AIP. Indicate whether the meeting(s) complied with the Michigan Open Meetings Act.

Date	Location	Time	Barrier Free?	No. of Attendees
05/09/2022	5454 Venoy Rd, Wayne	09:30 AM	Yes	14

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05/12/2022	6750 Troy St. Taylor, MI 48180	01:00 PM	Yes	0
05/13/2022	Zoom	01:00 PM	Yes	1

1 question asked about Cultural Sensitivity Training for staff.

1 comment expressed appreciation for including Adult Day Care Service Definition in MYP.

1 question asked about the continuation of Robotic Companion Pets.

1 question asked about a pursuing a senior millage in Wayne County.

1 comment in support of advocating for Arab-American data to be collected by the United States Census Bureau, using the MENA definition.

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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. 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.

Service Name/Definition

Hearken - Combating loneliness and social isolation in older adults

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

There are currently no existing minimum standards that specifically provide a holistic approach to form sustainable connections and address the needs of lonely and socially isolated older adults. A variety of evidence-based assessment and screening tools are used for a holistic approach to evaluate an individual's current needs and barriers and provide person-centered resources & interventions to address them – leading to greater physical and mental health.

Service Category	Fund Source	Unit of Service
<input checked="" type="checkbox"/> Access <input type="checkbox"/> In-Home <input type="checkbox"/> Community	<input type="checkbox"/> Title III PartB <input type="checkbox"/> Title III PartD <input 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 checked="" type="checkbox"/> Other <u> TBD </u>	1 occurrence of service

Minimum Standards

1. Program enrollment shall be provided to referred individuals based on screening, intake, and assessment conducted by Hearken staff.
2. Services may include, but are not limited to: holistic assessment, development of a Wellness Recovery Action Plan, provision of person centered resources and interventions, external referrals and warm hand-offs as appropriate, and regular contacts through phone, video, or in-person visits.
3. Services may be provided by Hearken staff including a program manager, Registered Nurse, Social Worker, Peer Mentor, and/or volunteers.
4. Older adults do not need to be enrolled in another TSA program to receive Hearken services.

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Service Name/Definition		
Enhanced Adult Day Services		
Rationale (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 result in the closing of 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	Fund Source	Unit of Service
<input type="checkbox"/> Access <input type="checkbox"/> In-Home <input checked="" type="checkbox"/> Community	<input type="checkbox"/> Title III PartB <input type="checkbox"/> Title III PartD <input 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 checked="" type="checkbox"/> Other <u> MATF and State Caregiver </u>	One Hour of Time Spent

Minimum Standards

The Senior Alliance requests an expansion of the service unit definition for Adult Day Services to include : phone calls with family caregivers and clients, "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. Stopping 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.

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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 checked="" type="checkbox"/> Title III PartB	<input type="checkbox"/> Title III PartD	<input checked="" type="checkbox"/> Title III PartE	One hour
<input checked="" type="checkbox"/> In-Home	<input type="checkbox"/> Title VII	<input type="checkbox"/> State Alternative Care	<input type="checkbox"/> State Access	
<input checked="" type="checkbox"/> Community	<input type="checkbox"/> State In-home	<input type="checkbox"/> State Respite		
	<input type="checkbox"/> Other _____			

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. A Manager must approve use of gap filling services.

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Service Name/Definition				
Emergency Grocery Shopping				
Rationale (Explain why activities cannot be funded under an existing service definition.)				
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 older and disabled adults during the COVID-19 pandemic to address this issue and will continue to be made available during this multi-year plan cycle.				
Service Category	Fund Source			Unit of Service
<input checked="" type="checkbox"/> Access <input type="checkbox"/> In-Home <input type="checkbox"/> Community	<input type="checkbox"/> Title III PartB <input type="checkbox"/> Title III PartD <input type="checkbox"/> Title III PartE <input type="checkbox"/> Title VII <input type="checkbox"/> State Alternative Care <input type="checkbox"/> State Access <input checked="" type="checkbox"/> State In-home <input type="checkbox"/> State Respite <input type="checkbox"/> Other _____			One hour of time spent

Minimum Standards

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

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Staff to client ratio (Active and maintenance per Full time care

Current Year: 1-61

Planned Next Year:

Case Coordination and Support

Starting Date 10/01/2022

Ending Date 09/30/2023

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: 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.

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 and Assistance

Starting Date 10/01/2022

Ending Date 09/30/2023

Total of Federal Dollars

Total of State Dollars

Geographic area to be served

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.

Update and expand the new I&A resource database to accurately reflect available resources.

Continue to measure the quality of calls through ongoing phone monitoring and mentoring sessions with I&A staff and random database checks.

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

Total of Federal Dollars

Total of State Dollars

Geographic area to be served

PSA 1C

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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.

In collaboration with the I&A department, identify additional community resource options to meet the growing need for transportation services.

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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.

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.

Skip this section if the area agency is not planning on providing any in-home, community, or nutrition services directly during FY 2023.

Medication Management

Total of Federal Dollars \$3,129,500.00 Total of State Dollars \$0.00

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:

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

ACTIVITIES:

- 1.1) 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 .

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Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions described below. Please select the basis for the direct service provision request (more than one may be selected).

(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

(B) Such services are directly related to the Area Agency's administrative functions.

(C) Such services can be provided more economically and with comparable quality by the Area Agency.

A.

C.

Provide a detailed justification for the direct service provision request. The justification should address pertinent factors that may include: a cost analysis; needs assessment; a description of the area agency's efforts to secure services from an available provider of such services; or a description of the area agency's efforts to develop additional capacity among existing providers of such services. If the service is considered part of administrative activity, describe the rationale and authority for such a determination.

A Request for Proposals (RFP) was issued by the agency for Medication Management services in Fiscal Years 2023-2025. No bids were received in response to the RFP. The Senior Alliance will maintain the current Medication Management services, as has been done during the 2020-2022 Multi-Year Plan cycle.

The Medication Management program provides a comprehensive, in-home review of all medications an individual is taking. The in-home review of all medications is essential in identifying situations where an older adult is taking medications incorrectly or does not understand medication instructions. It also provides an opportunity to identify at-risk situations, such as when a person has not filled a prescription for a medication that the physician thinks is being taken, as prescribed.

Medication Management services are offered to adults aged 60 and older who are at-risk of medication errors due to cognitive decline, confusion, historical difficulty in managing medications, trouble in obtaining medications, complex medication regimens, or recent changes in prescribed medications.

Through the Medication Management program, TSA provides staff to assist older adults in effectively taking medications as prescribed by:

1. Addressing barriers for successful medication regime, such as finding programs to assist in paying for medications;
2. Assisting older adults in accessing transportation or medication delivery programs when getting to the pharmacy interferes with taking medications appropriately;
3. Communication with the physician and/or pharmacist (as necessary) to support the individual; and
4. Developing and applying effective medication management systems.

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

There was no discussion at the three 2023-2025 Multi-Year Plan public hearings regarding Medication

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Management services.

Friendly reassurance

Total of Federal Dollars

Total of State Dollars

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: 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 participatns 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.

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions described below. Please select the basis for the direct service provision request (more than one may be selected).

(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

(B) Such services are directly related to the Area Agency's administrative functions.

(C) Such services can be provided more economically and with comparable quality by the Area Agency.

A.

C.

Provide a detailed justification for the direct service provision request. The justification should address pertinent factors that may include: a cost analysis; needs assessment; a description of the area agency's efforts to secure services from an available provider of such services; or a description of the area agency's efforts to develop additional capacity among existing providers of such services. If the service is considered part of administrative activity, describe the rationale and authority for such a determination.

An Request for Proposals (RFP) was issued by the agency for Friendly Reassurance services in Fiscal Years 2023-2025. No bids were received in response to the RFP. The Senior Alliance will continue to provide Friendly Reassurance services, as has been done during the 2017-2019 Multi-Year Plan cycle.

Friendly Reassurance calls are routinely placed by Title V Senior Community Service Employment Program (SCSEP) personnel. SCSEP participants receive training and experience with data collection , record keeping, telephone etiquette and how to handle emergencies on the phone while rotating through their Friendly Reassuarce expereince. SCSEP participants have access to Information & Assistance and Medicare Medicaid Assistance Program staff to assist with resources for Friendly Reassurance program paticipants .

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

There was no discussion at the three 2023-2025 Multi-Year Plan public hearings regarding Friendly Reassurance.

Long Term Care Ombudsman

Total of Federal Dollars \$17,420.00

Total of State Dollars \$6,649,000.00

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.

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions described below. Please select the basis for the direct service provision request (more than one may be selected).

(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

(B) Such services are directly related to the Area Agency's administrative functions.

(C) Such services can be provided more economically and with comparable quality by the Area Agency.

A.

C.

Provide a detailed justification for the direct service provision request. The justification should address pertinent factors that may include: a cost analysis; needs assessment; a description of the area agency's efforts to secure services from an available provider of such services; or a description of the area agency's efforts to develop additional capacity among existing providers of such services. If the service is considered part of administrative activity, describe the rationale and authority for such a determination.

A Request for Proposals (RFP) was issued by the agency for Long-Term Care Ombudsman services in Fiscal Years 2023-2025. No bids were received in response to the RFP. The Senior Alliance will maintain the current Long-Term Care Ombudsman, as has been done during the 2020-2022 Multi-Year Plan cycle. The LTCO is an independent voice, co-located at The Senior Alliance's office. The LTCO is provided resources including: locked office space, use of secure information technology tools and immediate access to Information &

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Assistance staff, Medicare Medicaid Assistance Program staff and Community Care Department staff. The Senior Alliance also has significant experience with volunteer recruitment and management to assist the LTCO

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

There was no discussion of services provided by the LTCO at any of the three 2023-2025 Multi-Year Plan Public Hearings.

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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.

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.

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. 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.

Hearken

Total of Federal Dollars

Total of State Dollars

Geographic Area Served PSA 1C

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

Upon approval of the Hearken regional service definition, The Senior Alliance will provide Hearken services throughout planning service area (PSA) 1-C. This program is designed to help lonely and socially isolated older adults (aged 60+) build sustainable connections. A variety of evidence-based assessment and screening tools are used for a holistic approach to evaluate an individual's current needs and barriers and provide person-centered resources & interventions to address them – leading to greater physical, mental and emotional health.

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GOAL:

Support lonely and socially isolated older adults with Hearken services throughout planning service area (PSA) 1-C.

ACTIVITIES:

·Program enrollment shall be provided to referred individuals based on screening, intake, and assessment conducted by Hearken staff.

Services may include, but are not limited to: holistic assessment, development of a Wellness Recovery Action Plan, provision of person centered resources and interventions, external referrals and warm hand-offs as appropriate, and regular contacts through phone, video, or in-person visits.

Services may be provided by Hearken staff including a program manager, Registered Nurse, Social Worker, Peer Mentor, and/or volunteers.

Older adults do not need to be enrolled in another TSA program to receive Hearken services.

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(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

(B) Such services are directly related to the Area Agency's administrative functions.

(C) Such services can be provided more economically and with comparable quality by the Area Agency.

A.

Provide a detailed justification for the direct service provision request. The justification should address pertinent factors that may include: a cost analysis; needs assessment; a description of the area agency's efforts to secure services from an available provider of such services; or a description of the area agency's efforts to develop additional capacity among existing providers of such services. If the service is considered part of administrative activity, describe the rationale and authority for such a determination.

There are currently no existing minimum standards that specifically provide a holistic approach to form sustainable connections and address the needs of lonely and socially isolated older adults. A variety of evidence-based assessment and screening tools are used for a holistic approach to evaluate an individual's current needs and barriers and provide person-centered resources & interventions to address them – leading to greater physical and mental health.

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

There was no discussion at the three 2023-2025 Multi-Year Plan public hearings regarding Medication Management services.

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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 sections 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:

- 1. Increase services provided to black, indigenous and people of color and the (LGBTQ+) communities.**
- 2. Increase the number of area agency staff, providers and caregivers trained in implicit bias, cultural competencies, and root causes of racism.**
- 3. 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.

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.

Area Agency on Aging Goal

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A. Advocate, inform, and empower those we serve

State Goal Match: 1

Narrative

The Senior Alliance will pursue an advocacy strategy at the local, state and federal levels of government to improve the lives of older adults and their caregivers.

Objectives

1. Advocate on behalf of older adults for increased appropriations and policy changes for community-based in-home services.

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

Activities

Activities

1. Meet with elected officials to provide education on the experience of The Senior Alliance in operating the Care Management, MI Choice Waiver and MI Health Link programs, as well as the general state of Long Term Services and Supports (LTSS) and Home & Community Based Services (HCBS).
3. Provide legislative updates to stakeholders and older adults on budget processes and policy proposals involving LTSS/HCBS.
4. Advocate for increased appropriations and policy changes to support LTSS/HCBS in collaboration with the Silver Key Coalition, Area Agencies on Aging Association of Michigan (4AM) and USAging.

Expected Outcome

Increased awareness by elected officials of the impact and operations of the MI Choice Medicaid Waiver program and other LTSS/HCBS initiatives. Increased LTSS appropriations to address operating rates, waitlists and projected demographic growth in the eligible population. A move toward rebalancing the funding spent on LTSS in Michigan so the percent of appropriations spent on community-based services at least meets the national average spent by individual states.

2. Advocate on behalf of older adults for increased appropriations and policy changes for nutritional services.

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

Activities

Activities

1. Provide elected officials information on the experience of The Senior Alliance in operating nutrition programs.
2. Support the advocacy efforts of AAA stakeholders by providing legislative updates on budget processes and policy proposals involving nutritional programs.
3. Advocate for increased nutritional services appropriations and policy changes in collaboration with the Silver Key Coalition, the Area Agencies on Aging Association of Michigan (4AM), USAging and Meals on Wheels America.

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Expected Outcome

Increased awareness by elected officials of the impact and operations of the nutrition program . Increased nutrition program appropriations to address program offerings and projected demographic growth in the eligible population.

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

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

Activities

1. Adopt an annual Advocacy Platform identifying areas of advocacy focus .
2. Continue to produce a monthly advocacy newsletter that provides information to older adults, Community Focal Points, local government officials and other stakeholders on legislative and budget activities at the state and federal level.
3. Include episodes on advocacy topics in the agency's podcast series, *Inside The Senior Alliance*.
4. Provide regular advocacy updates at meetings of the agency's Advisory Council and Board of Directors.
5. Distribute Advocacy Action Alerts to stakeholders on advocacy topics during key moments in the legislative process.

Expected Outcome

Residents of PSA 1C and stakeholders will be better informed about issues of importance in aging services and will be empowered to advocate on behalf of older adults. The Senior Alliance will be viewed as an informational resource and thought leader for policy and budget information concerning older adults.

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

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

Activities

Activities

1. Educate elected officials on the role played by The Senior Alliance in the delivery of programs and services to older adults in PSA 1C.
2. Provide information to governmental stakeholders on the impact of programs such as Care Management, Case Coordination & Support, nutrition services, Transportation and other Older Americans Act funded programs.
3. Meet annually with federal and state legislative staff to provide updates on resources that constituents may find useful.
4. Provide information to elected officials on how proposed legislation , appropriation amounts or administrative rules might impact services delivered through Area Agencies on Aging and our network partners .

Expected Outcome

Elected officials will be better informed about the work done by their Area Agencies on Aging (AAA) and have the ability to link their constituents to AAA's for resources. The Senior Alliance will be viewed as an informational resource for elected officials evaluating policy and budget items concerning older adults .

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

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State Goal Match: 2

Narrative

Develop and use data indicators and participant feedback to improve program quality, satisfaction and outcomes for participants. TSA recognizes falls are a serious issue for older adults, with 80% of falls occurring in the bathroom. TSA will take a proactive approach toward fall prevention by evaluating Care Management program participants who lack bathroom safety equipment, providing and installing fall prevention assistive technologies as needed, and as funds are available.

Objectives

1. Develop new data-driven procedures and report utilization to increase appropriate, specific interventions.
Timeline: 10/01/2022 to 09/30/2025

Activities

- 1.1. Develop new reporting and follow-up procedures related to participant satisfaction and feedback surveys.
2. Train staff on consistent approaches to quality case management and resource utilization during the current caregiver shortage in our area.
3. Include prevalence of falls data from COMPASS assessment tool for program participants as a regular quality outcome indicator. Regularly identify individual participants who recorded a fall on follow-up assessments and review care-plans for fall prevention techniques, interventions, or potential assessment errors. Utilizing person centered planning philosophy, TSA staff can use this data to identify focus areas to improve health outcomes.

Expected Outcome

Improve participant satisfaction as demonstrated by an increase in positive responses to feedback survey. Increase accuracy in COMPASS assessment reporting data. Decrease in the overall percentage of clients who record a fall during follow-up assessments.

2. Provide and install bathroom safety equipment for Care Management program participants to reduce fall risk, as funding is available.
Timeline: 10/01/2022 to 09/30/2025

Activities

1. TSA staff will identify Care Management program participants who lack bathroom safety equipment.
2. TSA will provide and install necessary bathroom safety equipment.
3. TSA will provide Personal Emergency Response (PERs) units and offer enhanced PERs units with fall detectors.

Expected Outcome

With available funding, a reduced rate of falls in the bathroom due to the installation of assistive technologies

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C. Promote elder and vulnerable adult rights and justice.

State Goal Match: 3

Narrative

The Medicare Medicaid Assistance Program (MMAAP) and the Long-Term Care Ombudsman (LTCO) AAA 1C and our partners will educate individuals, stakeholders and advocates to increase awareness of elder abuse protections. AAA 1C will work to ensure equal access and inclusivity to resources for older adults of all physical, mental, and cognitive abilities, regardless of sexual orientation, gender identity, gender expression, race, ethnicity or veteran status.

Objectives

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

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

Activities

1. MMAAP, the Long Term Care Ombudsman and other agency staff will collaborate with Adult Protective Services, legal assistance programs, the federal Administration on Community Living (ACL), the Michigan Department of Health & Human Services, and other community organizations to raise awareness and prevent elder abuse.
2. Participate as presenters and an information resource at health fairs, senior fairs, legislative town halls and public outreach events to raise awareness of elder abuse issues, especially abuse related to financial exploitation.

Expected Outcome

Older adults, caregivers and stakeholders in PSA 1C will have an increased awareness about elder abuse and exploitation.

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

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

Activities

1. TSA will include advocacy for stronger elder abuse laws in its Annual Advocacy Platform.
2. TSA will engage its advocacy network to advocate at the state and federal officials on legislation impacting elder justice and the rights of older adults.

Expected Outcome

Awareness of the importance of protecting older adults from various types of abuse and exploitation will be increased among elected officials.

3. 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: 10/01/2022 to 09/30/2025

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Activities

1. The Long Term Care Ombudsman (LTCO) will pursue a person-centered, multi-disciplinary team care planning approach involving all disciplines related to resident care services, including outside clinical services.
2. The LTCO will distribute written materials to family councils regarding resolving concerns .
3. The LTCO will provide and participate in community educational programs .
4. The LTCO will maintain relationships and open communication with the Medicare/Medicaid Assistance Program, state Adult Protective Services, the Michigan Department of Human Services, legal services providers, MPRO, the state Bureau of Child and Adult licensing, the state Attorney General's Health Care Fraud Unit, and other relevant community organizations.

Expected Outcome

Information about long term care and the prevention of elder abuse will be communicated to partner organizations and throughout PSA 1C. The LTCO will establish relationships with key stakeholders and state agencies to quickly report elder abuse and exploitation.

D. Conduct responsible quality management and coordination of the vendor network in PSA 1C.

State Goal Match: 3

Narrative

TSA will continue to monitor the quality of providers in our Vendor Network. New vendors applying to become part of the vendor network are initially credentialed by completing an application. Once part of the network, Vendors are re-credentialed through the same application process every 3 years in order to maintain compliance with all standards. TSA continually monitors certain compliance requirements that are considered high risk on an ongoing basis, such as insurance documentation and licenses, to ensure that Vendors are keeping these documentation active. TSA also conducts programmatic and fiscal assessments for all vendors at least once every 3 years. Some Vendors may be monitored more frequently, based on risk factors such as the number of TSA participants that they serve, the amount of complaints received from participants, and if they have had compliance issues on past assessments. Vendors receive feedback from TSA based on their performance during the assessment, and can be given Corrective Action Plans in order to correct any deficiencies discovered during their assessment. Based on the results of the assessment, TSA may take additional action which can include taking back funds for billed services that do not have support documentation, being placed on a probationary status, and/or contract termination.

Objectives

1. identify any compliance issues that vendors may have as quickly as possible.

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

Activities

1. Monitor high risk compliance items, including insurance and licensure requirements, on a regular basis.
2. Engage vendors who exhibit compliance issues outside of the assessment, and require those vendors to submit Corrective Action Plans to confirm that improvements have been made .

Expected Outcome

TSA will be able to correct compliance issues that arise in a timely manner .

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2. Secure a reliable and substantial network of vendors that are compliant with ACLS , MDHHS, and TSA standards, while ensuring all participants are receiving services.

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

Activities

1. Complete fiscal and programmatic assessments for 100% of POS vendors over a 3 year period.

Expected Outcome

TSA will be able to maintain an active network of vendors that will provide quality services to participants .

E. Improve the Accessibility of Services to Michigan’s Communities and People of Color, Immigrants and LGBTQ+ Individuals.

State Goal Match: 5

Narrative

The Senior Alliance (TSA) will work with key organizations, our vendor network, staff, Board of Directors, Advisory Council and other stakeholders to engage voices from BIPOC, individuals with limited English proficiency and Lesbian, Gay, Bi-Sexual, Transgender and Queer (LGBTQ) older adults. The inclusion of perspectives from all parts of our PSA's in our assessment of needs and decision making processes is a goal our agency will continue to pursue.

to connect with caregivers of I This outreach will include engaging caregivers and providing resource information.

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. Increase the number of AAA staff, contracted providers, and caregivers trained in implicit bias, cultural competencies and root causes.

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

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Activities

1. Provide annual training and education on implicit bias, cultural competencies and root causes to the agency's vendor network.
2. Contractors will be required to complete outreach plans for engaging communities of color, immigrants and LGBTQ+ individuals with resources.
3. Provide routine training and education on implicit bias, cultural competencies and root causes to TSA staff, including sessions on the Arab-American and Hispanic community.
4. Make training and education materials available to caregivers on implicit bias, cultural competencies and root causes of racism.
5. Add additional Board of Director and Advisory Council members who represent BIPOC, LGBTQ+, minority and targeted communities.

Expected Outcome

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

2. Increase resources access for Black, Indigenous and People of Color, and Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) older adults in PSA 1C.
Timeline: 10/01/2022 to 09/30/2025

Activities

1. Identify BIPOC and LGBTQ+ older adult organizations in PSA 1C.
2. Outreach to BIPOC and LGBTQ+ older adults utilizing social media, presentations and collaboration with community organizations.
3. Specifically collaborate with organizations in the Arab-American and Hispanic community (Targeted Communities) to conduct outreach.

Expected Outcome

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

3. Provide linguistic translation services and communication based on cultural needs with PSA 1C.
Timeline: 10/01/2022 to 09/30/2025

Activities

1. I&A, MMAP and the LTCO will maintain resources for linguistic translation on an as needed basis.
2. The agency will provide Spanish and Arabic translations for many of the outreach materials utilized.

Expected Outcome

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

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Supplemental Documents

The Supplemental Documents listed below must be included if marked "Required" or if they are applicable to your area agency. Fillable copies of documents A through F can be found in the list on the left below. Select the applicable document(s) from the list and provide all requested information for each. Note that older versions of these documents will not be accepted and should not be uploaded as separate documents.

Membership Documents

- A. Policy Board Membership - *Required***
- B. Advisory Council Membership - *Required***

Documents Requiring Special Approval by the CSA

- C. Proposal Selection Criteria - *only include if there are new or changed criteria for selecting providers.***
- D. Cash-In-Lieu-Of-Commodity Agreement - *only include if applicable***
- E. Waiver of Minimum Percentage of a Priority Service Category - *only include if the area agency is requesting to use local resources to meet part of the minimum required expenditure for a priority service category***
- F. Request to Transfer Funds - *only include if applicable***

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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	3	0	0	1	6	13
Aged 60 and Over	1	0	0	0	0	2	6

Board Member Name	Geographic Area	Affiliation	Membership Status
Kellie Boyd	Brownstown		Community Representative
Kathleen McIntyre	Livonia		Elected Official
Roger L. Myers	Canton		Appointed
Dr. Syed S. Taj, M.D.	Canton		Community Representative
Dr. William C. Jackson	Van Buren Township		Appointed
Dr. Tom Jankowski	Canton		Appointed
David Ippel	Dearborn Heights		Appointed
Frank Vaslo	Lincoln Park		Community Representative
Michael Harris	Westland		Appointed
Ann Hatley	Wyandotte		Appointed
Dr. Vicki Ashker	Dearborn Heights		Community Representative
Ayana King	Wyandotte		Community Representative
Dr. Denise Brothers	Livonia		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	2	0	0	0	12	15
Aged 60 and Over	0	0	0	0	0	0	0

Board Member Name	Geographic Area	Affiliation
Dr. Denise Brothers	Livonia	Madonna University
Joan Siavrakas	Wayne	Wayne County Senior Services
Rosemarie Shim	Canton	
Ann Andrews	Plymouth	National Kidney Foundation of MI
Jean Barnas	Livonia	Alzheimer's Association of MI
Carolyn Marengere	Southgate	
Christine Meath	Canton	
Thomas J. Jankowski	Westland	
Marti Coplai	Livonia	Angela Hospice
Tim Cokley	Westland	
Sandy Bonavero	Westland	
Jack Bird	Canton	
Dianne Neihengen	Canton	
Susan Rowe	Wayne	
Amne Darwish-Talab	Dearborn	ACCESS

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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 holistically 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.

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

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.

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%).

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.

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

TSA conducted our Annual Input Survey for the 2023-25 Multi-Year Plan. 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 outreach conducted through social media platforms.

This survey identified some key priorities and needs in region 1C. The survey indicated that many older adults in our region value our Medicare Medicaid Assistance program (MMAP), 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%).

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

TSA's Board of Directors traditionally selects municipalities in our service area to be targeted for service and program opportunities during the three-year MYP cycle. 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.

In 2022 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's Board of Directors has selected the Arab-American and Hispanic communities to target for the MYP 2023-25 cycle.

4. Describe the agency's past practices, current activities and plans for addressing the needs of people living with dementia and their caregivers.

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

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persons with Alzheimer's and other related dementias.

An "Aging In Place" tool kit was distributed to support coordinators and caseworkers to assist them in caring for those affected by Alzheimer's and other dementias. TSA's support coordinators and caseworkers were trained on the tool kit by management. TSA plans to distribute this toolkit.

TSA's Bord has also approved Older Americans Act funding for a new caregiver workshop focusing on dementia offered by the Alzheimer's Association. This workshop will also be offered for the Arab-American community, lead by an Arabic speaker.

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

Our Information & Assistance (I&A) team members will connect them with resources, services and programs from other organizations that may be able to assist them. The I&A team does include staff that maintains updated resources provided by other organizations and agencies. If we are contacted by someone from outside of 1C's PSA, our I&A team will connect them with the appropriate AAA.

Data is also collected to better understand unmet needs that can be considered for potential future funding.

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

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.

TSA will also continue to advocate for a senior millage in Wayne County that could provide funding to address identified unmet needs.

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

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.

The Targeted Communities designation also give priority to specific populations in our PSA when a resource, service or program might be limited. An example of this is the limited number of coupons available through Senior Project Fresh.

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

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:

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

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

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.

In this MYP we are asking for approval of a Regional Service Definition for our Hearken initiative that addresses behavioral health issues related to loneliness and isolation.

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

Service Categories Receiving Most Funds:

1. Home Delivered Meals
2. Respite Care
3. Care Management
4. Personal Care
5. Information & Assistance

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Greatest Number of Participants:

1. Home Delivered Meals
2. Information & Assistance
3. Care Management
4. Case Coordination and Support
5. Outreach

11. 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?

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. In FY 2022 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 of Metro Detroit to complete LGBTQ+ training for all staff. In addition, some staff are taking the ARC Curriculum which contains the following trainings:

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

During the 2023-2025 MYP cycle the agency will pursue a plan of DEI trainings for staff and our vendor network.

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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.

	Access	In-Home	Community
Provided by Area Agency	<ul style="list-style-type: none"> • Care Management • Case Coordination and Support • Information and Assistance • Outreach • Transportation 	<ul style="list-style-type: none"> • Medication Management • Friendly Reassurance 	<ul style="list-style-type: none"> • Long-term Care Ombudsman/Advocacy
Contracted by Area Agency	<ul style="list-style-type: none"> • Transportation 	<ul style="list-style-type: none"> • Home Care Assistance • Homemaking • Home Delivered Meals • Home Health Aide • Personal Care • Assistive Devices & Technologies • Respite Care 	<ul style="list-style-type: none"> • Adult Day Services • Congregate Meals • Disease Prevention/Health Promotion • Senior Center Staffing • Programs for Prevention of Elder Abuse, Neglect, and Exploitation • Kinship Support Services • Caregiver Education, Support and Training
Participant Private Pay			<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Hearken - Combating loneliness and social isolation in older adults 		<ul style="list-style-type: none"> • Nutrition Education • Senior Center Operations • Counseling Services • Caregiver Supplemental Services • Caregiver Education, Support and Training

* Not PSA-wide

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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.

Instructions

Use the provided text box to present the Planned Service Array narrative.

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 .

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Strategic Planning

Strategic planning is essential to the success of any area agency on aging to carry out its mission, remain viable and capable of being customer sensitive, demonstrate positive outcomes for persons served, and meet programmatic and financial requirements of the ACLS Bureau. Agencies must be proactive in establishing safeguards in case of internet failure, hacking, or other connectivity issues. The increasing frequency of climate-related disruptions make emergency planning a priority.

All area agencies are engaged in some level of strategic planning, especially given the changing and competitive environment that is emerging in the aging and long-term-care services network. Provide responses below to the following strategic planning considerations for the area agency's MYP.

1. Describe your process to analyze your agency's strengths, weaknesses, opportunities and threats.

The Senior Alliance began a strategic planning process facilitated by an outside organization during fiscal year 2020. The conclusion of which was delayed until fiscal year 2021 due to the COVID-19 pandemic. The Senior Alliance's Advisory Council has held a Strengths Weaknesses Opportunities Threats (SWOT) analysis session. Results were shared with TSA staff and the agency's Board of Directors during the planning process.

Strengths identified: knowledge of agency staff, knowledge of community, experience of staff, accessibility, commitment by the agency, passion of staff, agency leadership, awareness of community, no home-delivered meals waitlist, focus on advocacy, agency is fiscally strong and responsible, ability to make resource referrals, one-stop resource, responsive to community needs, proactive on development of services, agency's campus property, internal transportation program and funding support of community transportation, MI Choice Waiver program, and the Medicare Medicaid Assistance Program.

Weaknesses identified: staffing challenges, "best kept secret"/word-of-mouth/no media/no marketing, physical accessibility, ability to conduct external communications, need for continual advocacy due to state legislative term limits, lack of demographic changes due to baby boomers by elected officials and public, various means by which people get information, connection of agency's Board of Directors to the community, budget restrictions for install of ramps and grab bars, relationship with senior centers, ageism by the general population, voices of seniors are silent, reaching isolated population, outreach to hospital social workers, volume of services for targeted communities, no county millage.

Opportunities identified: create speakers bureau to present at senior centers/aarp groups/hospitals/faith community, use new communication methods, senior housing, transportation services, advocacy, funding from foundations, CMS innovations funding, seek county millage, opportunity presented by demographic changes, private pay services.

Threats identified: forced change from MI Choice Waiver to managed long-term services and supports by insurance companies, lack of knowledge/lack of consideration of older adults by young state

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legislators, state legislative term limits, instability in state and federal budgets/funding, cuts to senior programs and senior centers, the "silver tsunami", lack of a workforce, disproportionate gender representation in legislatures.

In fiscal year 2023 the agency will revisit its strategic planning document and conduct additional SWOT sessions with the Board of Directors and Advisory Council to assess the post-pandemic environment.

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

The Community Care Department at TSA has an historic role with Home and Community-Based Services. The MI Choice Waiver program continues to be a key program provided in the planning service area (PSA) 1-C. TSA has demonstrated the capacity to increase enrollment and has been awarded more slots and funding, which has resulted in a small MI Choice Waiver wait list in the PSA 1-C. TSA continues to build the infrastructure to respond to the demands of the program, and has recently scored 3.88 out of a possible 4.0 on clinical audits from the Michigan Department of Health and Human Services (MDHHS). TSA also continues to invest in a cost-sharing arrangement with MDHHS to have an on-site worker to process Medicaid paperwork with the goal of improving the application process and wait times for program participants. TSA considers this partnership with MDHHS to be a best-practice in the field.

The Integrated Care demonstration project, MI Health link, began in TSA's PSA 1-C in April of 2015. This provided a unique opportunity for TSA to contract with managed care organizations to assist with the program roll out and ongoing management. While the demonstration project has experienced many challenges, TSA has proven to be valuable to the Integrated Care Organizations (ICO's) because of our expertise with home and community-based services. Staff involved are social workers and nurses who are experienced with home visits; and provide supports coordination and ongoing monitoring, and have a network of resources to call upon with TSA's Information & Assistance staff. TSA also has a qualified and credentialed vendor network with the capacity to provide the required home and community-based services. TSA has the staffing and experience to monitor those vendors effectively.

TSA expects to continue to work with the ICO's, but anticipates its role may change as this MDHHS initiative progresses toward a D-SNP model. This expansion has enabled the agency to pursue its mission of serving older adults with the goal of continuing to live at home in their community. A greater role for TSA in these two (2) programs allows the agency to interact with more individuals and offers various resources to assist older adults and their caregivers. A lesser role would mean fewer older adults would have access to TSA's services and the decades-long experience in community-based long term supports and services offered by TSA.

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

In the event of a 10% funding cut TSA's Board of Directors and management team would review current services to evaluate the number of individuals served, the degree of unmet need, and the fiscal investment. This evaluation would result in targeted cuts that may include elimination of program(s) that impact fewer individuals or service needs addressed by other agencies.

TSA currently maintains a fund balance at auditor suggested levels, which allows the agency to smoothly

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manage program funding changes through participant attrition rather than abrupt action.

In addition, TSA's entrepreneurial efforts in the area of integrated care in partnership with ICO's offer new services with the hope that excess revenue can be generated in the future to supplement the more traditional program needs of older adults in planning service area.

The majority of the services authorized by the Older Americans Act available in TSA's PSA 1-C are supplemented by state funding because Wayne County does not have a senior millage . TSA will continue to pursue grants and charitable funding, to further identify other available resources as part of an overall strategy to leverage existing partnerships and those with future potential. Active contribution seeking activities will continue to position the agency to avoid significant service disruption if a reduction in funding occurs. Waiting lists for programs and services that may not have been instituted previously may also occur .

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

TSA was awarded another three-year accreditation by the National Committee for Quality Assurance in Case Management-Long-Term Services and Supports for MI Choice Waiver in 2020. This three-year accreditation shows TSA's commitment to continuous quality improvement, solicitation of feedback, and serving the community. NCQA accreditation is recognized by Integrated Care Organizations (ICO's) and helps position TSA to work with them on MI Health Link and future opportunities . TSA plans to continue this accreditation by re-applying in 2023.

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

The Information & Assistance (I&A) department utilizes a cloud-based database solution, iCarol. This Information and Referral software allows for database records to be more easily monitored for quality assurance purposes. iCarol reports are pulled on a monthly basis to assess call volume and accuracy. I&A phone calls are randomly selected and reviewed with each I&A Specialist, as a quality and training exercise. Requests for agency resource updates can be processed directly through the iCarol system ensuring the I&A Specialists are providing the most up-to-date information about resources. I&A Specialists have the option to send resources to callers by email putting resources in the hands of those who need them faster.

The TSA community transportation department has upgraded from an Access database built in-house to cloud-based NEMT dispatch software, RoutingBox. This has led to more accurate reporting and better utilization of the TSA owned vehicles. In addition, each driver has a TSA owned iPhone to allow them to access the companion RoutingBox app. The dispatcher is able to pinpoint the exact location of each vehicle which keeps drivers and clients safer. More efficient routing will lead to more clients being served.

TSA staff have been equipped with cell phone to enable the remote and field-based work environments. Computer hardware will be completely shifted to a laptop/docking station set-up which empowers staff to work in a hybrid work environment.

The use of Microsoft Teams has greatly enhanced internal communication in the hybrid environment . The

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ability to jointly work on document and collaborate has been a significant leap forward in productivity.

TSA continues to use SurveyMonkey to receive and tabulate input from the community .

TSA will continue to partner with RedLevel to maintain current and innovative information technology services in the hybrid workplace environment.

TSA utilizes quality assurance reports generated through the COMPASS software; a quality indicator report is run quarterly. This report pulls health and welfare data from completed assessments to identify quality improvement areas such as hospital admissions within 90 days of prior admission, percentage of participants experiencing pain, and those who desire an increase in community inclusion/socialization.

Reports are analyzed quarterly and actions are taken to improve participant health and welfare quality. Annual Quality Management Plan is submitted to Michigan Department of Health and Human Services (MDHHS) that addresses quality assurance and improvements.

TSA maintains a user-friendly website updated information about programs, resources, advocacy and upcoming events. TSA continues to build a social media presence through Facebook posts, events, polls, and sponsored ads. The agency's Twitter account is also used to support advocacy efforts and resource awareness.

Our MMAP team has transitioned to a community-based model to meet our residents where they are. A regular schedule of monthly "office hours" will be set so the program is present on fixed dates at senior centers and public locations throughout the PSA. In fiscal year 2023 additional locations will be added to the existing sites in Dearborn, River Rouge, Livonia and Taylor.

6. Describe your agency's emergency planning system, how planning is updated and whether back-up systems are adequate to maintain services during potential disruptions.

TSA's information technology partner maintains back-up systems for electronic program data. The information technology related aspects of emergency management are discussed in the regularly scheduled meetings with our vendor, Red Level. The agency's data analyst and information technology vendor are positioned to produce data sets that would be needed in the case of an emergency. Historically these data sets have included MI Choice and home-delivered meal participants. The agency also maintains a current list of staff contacts in case ACLS/MDHHS reaches out during an emergency.

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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* section 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. Enter your advocacy strategy in the dialogue box.

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.

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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.

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Leveraged Partnerships

Describe the area agency's strategy for FY 2023-2025 to partner with providers of services funded by other resources, as indicated in the PSA Planned Service Array.

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

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

The Senior Alliance (TSA) works with Integrated Care Organizations to assist with delivering person centered care and long term supports and services for those enrolled in the MI Health Link Demonstration Project. TSA continuously works in collaboration to meet program participant needs, wishes, and preferences.

TSA focuses Evidence Based Disease Prevention workshop funding to contractors providing falls prevention , exercise classes and diabetes education.

TSA attends statewide meetings that includes CIL's, MI Choice Waiver agents, and Michigan Department of Health and Human Services staff. TSA works locally with the Disability Network of Wayne County (DNWC) to coordinate nursing facility transitions and collaboratively provide outreach to local nursing facilities to educate on the program.

The Hearken program has formed partnerships with behavioral health organizations including Hegira Health and The Guidance Center to provide warm hand-offs and connect program participants to available services as appropriate.

beginning in FY 2023 TSA will conduct an annual meeting of the Faith-Based Community in our services area to share information on available resources and as one way to receive input on the state of older adults in the community.

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

TSA will continue to leverage partnerships with our contracted community-based providers to focus on preventative, health promotion, and self-management services. In fiscal years 2023-2025 TSA's contracted vendors will focus on making EBDP workshops available to our targeted communities.

3. Describe the agency's strategy for developing non-formula resources and use of volunteers to support implementation of the MYP and increased service demand.

The Senior Alliance will continue to apply for grants and or external resources to support services and

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programs . Opportunities that improve health outcomes and aid long-term services and supports will be sought. Fundraising for the holiday meals program, which operates on Easter, Thanksgiving and Christmas, will be a continued focus. TSA also remains an advocate for a senior millage to be placed before voters by the Wayne County Commission.

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 if 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.

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:
 1. Applications will be reviewed by a member of TSA's management team.
 1. 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.

1. Following an initial on-site visit, recommendations from TSA's management will be given to TSA's Advisory Council:
 1. 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;
 1. 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;
 1. Service availability at least 25 hours a week;
 1. Designated site must be barrier free/handicapped accessible;
 1. Location should be readily accessible for older adults with easy access using public or private transportation;
 1. Potential to accommodate additional services and/or on-site collaboration of services with other providers is strongly encouraged;
 1. 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;
 1. Ability to provide and/or make reasonable on-site accommodations for at least seven direct services.

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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.

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

Name: Allen Park-Parks and Recreation
Address: 15800 White Street, Allen Park, MI 48101
Website: www.cityoffallenpark.org
Telephone Number: (313) 928-0771
Contact Person: Carson Smith
Service Boundaries: City of Allen Park
No. of persons within boundary: 6,374
Services Provided: A, C, D, E, G, H, I, K, P, Q, R, S, T, U, V

Name: Brownstown Township
Address: 21313 Telegraph Road, Brownstown Township, MI 48183
Website: www.brownstown-mi.org
Telephone Number: (734) 675-0920
Contact Person: Amy Thomas
Service Boundaries: Brownstown Township
No. of persons within boundary: 4,796
Services Provided: A, B, C, E, G, H, I, L, M, N, O, Q, R, S, V

Name: Canton Senior Adult Programs
Address: 46000 Summit Parkway, Canton, MI 48188
Website: www.canton-mi.org
Telephone Number: (734) 394-5485
Contact Person:
Service Boundaries: Canton Township
No. of persons within boundary: 13,112
Services Provided: A, B, C, D, E, F, G, H, I, J, K, L, N, O, P, Q, R, S, T, U, V

Name: Dearborn Heights - Berwyn Senior Center

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Address: 26155 Richardson, Dearborn Heights, MI 48127
 Website: www.ci.dearborn-heights.mi.us/PR_Berw.cfm
 Telephone Number: (313) 791-3550
 Contact Person: Kim Constan
 Service Boundaries: City of Dearborn Heights
 No. of persons within boundary: 12,032
 Services Provided: A, B, C, E, F, G, H, I, J, K, L, M, O, S, V

Name: Sumpter Senior Center
 Address: 23501 Sumpter Road, Sumpter Township, MI 48111
 Website: www.sumptertwp.com
 Telephone Number: (734) 461-9373
 Contact Person: Maryann Watson
 Service Boundaries: Sumpter Township
 No. of persons within boundary: 1,637
 Services Provided: A, C, D, E, G, H, I, J, K, N, O, P, R, S, T, U, V

Name: Taylor-William Ford Senior Center
 Address: 6750 Troy, Taylor, MI 48180
 Website: www.cityoftaylor.com
 Telephone Number: (313) 291-7740
 Contact Person: Lori Runkle
 Service Boundaries: City of Taylor
 No. of persons within boundary: 11,354
 Services Provided: B, C, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V

Name: Trenton Senior Center
 Address: 2800 Third Street, Trenton, MI 48183
 Website: www.trentonmi.org
 Telephone Number: (734) 675-0063
 Contact Person: Carol Garrison
 Service Boundaries: City of Trenton
 No. of persons within boundary: 4,842
 Services Provided: B, E, G, H, J, K, L, M, O, P, Q, R, S, T, U

Name: Van Buren-September Days Senior Center
 Address: 46425 Tyler, Belleville, MI 48111
 Website: www.vanburen-mi.org

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Telephone Number: (734) 699-8918
 Contact Person: Lynette Jordan
 Service Boundaries: Van Buren Township/City of Belleville
 No. of persons within boundary: 4,200
 Services Provided: A, B, C, D, E, F, H, I, J, K, L, M, N, O, P, Q, R, S, T, ,U, V

Name: Dearborn Heights - Eton Senior Center
 Address: 4900 Pardee Avenue, Dearborn Heights, MI 48125
 Website: www.ci.dearborn-heights.mi.us/PR_Eton.cfm
 Telephone Number: (313) 277-7765
 Contact Person: Kristin Rockensuess
 Service Boundaries: City of Dearborn Heights
 No. of persons within boundary: 12,032
 Services Provided: A, B, C, E, F, G, H, I, K, M, N, O, P, S, V

Name: Dearborn Senior Center
 Address: 15801 Michigan Avenue, Dearborn, MI 48126
 Website: www.cityofdearborn.org
 Telephone Number: (313) 943-2401
 Contact Person: Teresa Graves
 Service Boundaries: City of Dearborn
 No. of persons within boundary: 16,205
 Services Provided: A, B, C, D, E, F, G, H, I, J, K, L, N, O, P, Q, R, S, T, U, V

Name: Ecorse Senior Center
 Address: 4072 West Jefferson, Ecorse, MI 48229
 Website: www.city-ecorse.org
 Telephone Number: (313) 382-3305
 Contact Person: Lucille King
 Service Boundaries: City of Ecorse
 No. of persons within boundary: 1,669
 Services Provided: B, C, F, H, I, O, Q, R, S

Name: Flat Rock Senior Center
 Address: 1 Maguire, Flat Rock, MI 48134
 Website: www.flatrockmi.org
 Telephone Number: (734) 379-1450
 Contact Person: Shelly Pluchino

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Service Boundaries: City of Flat Rock
 No. of persons within boundary: 1,554
 Services Provided: A, D, E, F, G, H, J, L, M, N, O, P, Q, R, S, T U, V

Name: Garden City - Maplewood Senior Center
 Address: 31735 Maplewood Boulevard, Garden City, MI 48135
 Website: www.gardencitymi.org
 Telephone Number: (734) 793-1860
 Contact Person: Lisa Watts
 Service Boundaries: City of Garden City
 No. of persons within boundary: 5,253
 Services Provided: B, C, E, F, H, I, J, M, N, O, P, Q, R, S, T, U, V,

Name: Gibraltar Community Center
 Address: 29340 South Gibraltar Road, Gibraltar, MI 48173
 Website: www.cityofgibraltar.net
 Telephone Number: (734) 671-1466
 Contact Person: Tamey Gorris
 Service Boundaries: City of Gibraltar
 No. of persons within boundary: 978
 Services Provided: A, B, C, E, H, I, L, K, O, P, R, S, T, U, V

Name: Grosse Ile Township Recreation Department
 Address: 25897 Third Street, Grosse Ile Township, MI 48138
 Website: www.grosseile.com
 Telephone Number: (734) 675-2364
 Contact Person: Brandy Boyd
 Service Boundaries: Grosse Ile Township
 No. of persons within boundary: 2,938
 Services Provided: E, I, J, K, L, P, R, S, V

Name: Huron Township Senior Center
 Address: 28245 Mineral Springs Road, New Boston, MI 48164
 Website: www.hurontownship-mi.gov
 Telephone Number: (734) 654-9281
 Contact Person: Walt McCurdy
 Service Boundaries: Huron Township
 No. of persons within boundary: 1,541
 Services Provided: A, B, C, E, F, G, H, I, J, K, L, M, N, O, P, R, S, T, U, V

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Name: Inkster Senior Services
Address: 2000 Inkster Road, Inkster, MI 48141
Website: www.cityofinkster.com
Telephone Number: (313) 561-2383
Contact Person: Denise Champagne
Service Boundaries: City of Inkster
No. of persons within boundary: 4,167
Services Provided: B, C, F, H, I, K, L, N, Q, R, S, T, V

Name: Lincoln Park Senior Center
Address: 3240 Ferris, Lincoln Park, MI 48146
Website: www.lincolnparkmi.net
Telephone Number: (313) 386-1817
Contact Person: Don Cook
Service Boundaries: City of Lincoln Park
No. of persons within boundary: 6,259
Services Provided: C, E, F, H, I, K, M, O, Q, R, S, T, U, V

Name: Livonia Civic Park Senior Center
Address: 15218 Farmington Road, Livonia, MI 48154
Website: www.ci.livonia.mi.us
Telephone Number: (734) 466-2555
Contact Person: Karl Peters
Service Boundaries: City of Livonia
No. of persons within boundary: 22,980
Services Provided: A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V

Name: Melvindale Senior Center
Address: 4300 South Dearborn, Melvindale, MI 48122
Website: www.melvindale.org
Telephone Number: (313) 769-2347
Contact Person: Jackie Daniels
Service Boundaries: City of Melvindale
No. of persons within boundary: 1,815
Services Provided: A, B, C, D, E, F, H, I, J, K, L, M, O, P, Q, R, S, T, U, V

Name: Northville Area Senior Center
Address: 303 West Main Street, Northville, MI 48167

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Website: www.northvilleparksandrec.org
Telephone Number: (248) 349-0203
Contact Person: Suzanne Johnson
Service Boundaries: City of Northville/Northville Twp
No. of persons within boundary: 7,524
Services Provided: B, D, E, F, G, H, J, K, L, M, O, P, Q, R, S, T, U, V

Name: Plymouth Community Council on Aging
Address: 9955 North Haggerty Road, Plymouth MI 48170
Website: www.ci.plymouth.mi.us
Telephone Number: (734) 354-3222
Contact Person: Bobbie Pummill
Service Boundaries: City of Plymouth/Plymouth Twp.
No. of persons within boundary: 8,453
Services Provided: A, C, D, E, F, G, H, I, J, K, L, M, O, P, Q, R, S, T, U, V

Name: Redford Senior Department
Address: 12121 Hemingway, Redford Township, MI 48239
Website: www.redfordtwp.com
Telephone Number: (313) 387-2787
Contact Person: Dorothy Morris
Service Boundaries: Redford Township
No. of persons within boundary: 8,054
Services Provided: A, C, D, E, F, G, H, I, J, K, L, N, O, P, Q, R, S, T, ,U, V

Name: River Rouge Senior Center
Address: 10625 West Jefferson, River Rouge, MI 48218
Website: www.roguerivercc.org
Telephone Number: (313) 842-3360
Contact Person: Olive Roberts
Service Boundaries: City of River Rouge
No. of persons within boundary: 1,266
Services Provided: C, E, G, I, J, K, P, Q, R, T, U, V

Name: Riverview Municipal Building
Address: 14100 Civic Park Drive, Riverview, MI 48193
Website: www.cityofriverview.com
Telephone Number: (734) 281-4219

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Contact Person: Dorothy Withrow
Service Boundaries: City of Riverview
No. of persons within boundary: 3,587
Services Provided: B, C, E, H, I, O, R, S, V

Name: Rockwood Community Center
Address: 32001 Fort Street, Rockwood MI 48173
Website: www.rockwoodmi.org
Telephone Number: (734) 379-5600
Contact Person: Natalya Musick
Service Boundaries: City of Rockwood
No. of persons within boundary: 618
Services Provided: C, H, I, R, U, V

Name: Romulus Senior Center
Address: 36525 Bibbins, Romulus, MI 48174
Website: www.romulusgov.com
Telephone Number: (734) 955-4120
Contact Person: Rose Swidan
Service Boundaries: City of Romulus
No. of persons within boundary: 3,633
Services Provided: A, B, C, E, F, G, H, I, J, K, L, M, N, O, Q, R, S, T, U, V

Name: Southgate Senior Center
Address: 14400 Dix-Toledo Highway, Southgate, MI 48195
Website: www.southgate-mi.org
Telephone Number: (734) 258-3066
Contact Person: Lynn Smith
Service Boundaries: City of Southgate
No. of persons within boundary: 6,654
Services Provided: A, B, C, E, F, G, H, I, J, K, ,L, N, O, P, Q, R, S, T, U, V

Name: Westland Friendship Center
Address: 1119 North Newburgh Road, Westland, MI 48185
Website: www.cityofwestland.com
Telephone Number: (734) 722-7628
Contact Person: Barbara Marcum
Service Boundaries: City of Westland

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No. of persons within boundary: 15,996
Services Provided: A, B, C, D, G, H, I, K, L, M, O, Q, S, T, U, V

Name: Woodhaven Senior Center
Address: 23101 Hall Road, Woodhaven, MI 48183
Website: www.woodhavenmi.org
Telephone Number: (734) 675-4926
Contact Person: Shelly Clark
Service Boundaries: City of Woodhaven

No. of persons within boundary: 2,583
Services Provided: C, G, H, I, J, L, O, R, S, V

Name: Wyandotte-Copeland Recreation Center
Address: 2306 4th Street, Wyandotte, MI 48192
Website: www.wyandotte.net
Telephone Number: (734) 324-7275
Contact Person: Joanne Lanagan
Service Boundaries: City of Wyandotte

No. of persons within boundary: 5,029
Services Provided: A, C, E, F, G, H, I, O, Q, R, S, V

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 ACLS Bureau or other partners.

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 continues to have two TCARE leaders on staff.

The Senior Alliance will continue to fund contractors to provide PATH, Tai Chi, Enhanced Fitness, Diabetes Prevention Program and Matter of Balance in PSA 1C.

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 2023-2025.

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

By collaborating on projects like MI Health Link and Hearken, 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.

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3. Briefly describe how these other grants and initiatives reinforce the area agency's planned program development efforts for FY 2023-2025.

Grants and initiatives that support successful aging in place provide an opportunity for community members to address their aging related concerns.