



Attached you will find the DRAFT Annual Implementation Plan for FY 2018.

We encourage you to review the document and offer your comments, suggestions and/feedback.

You may do that via the **contact us** link on our Website: www.R2AAA.net.

Or email your comments to: Margaret.omalley@r2aaa.net

You may also join us at a public hearing that has been scheduled to review the document and to gather comments.

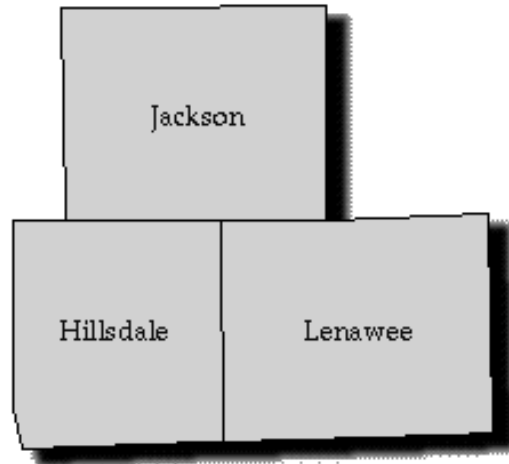
Public Hearing for the FY 2018 AREA PLAN will take place on
June 20, 2017 at 10:00 a.m.
Region 2 Area Agency on Aging,
102 N. Main Street, Brooklyn, MI
in conjunction with the Advisory Council Meeting.

Thank you for your time and interest.

FY 2018 AREA PLAN

REGION 2 AREA AGENCY ON AGING

DRAFT



Planning and Service Area

Hillsdale, Jackson, Lenawee

Region 2 Area Agency on Aging

102 N. Main Street

P.O. Box 189

Brooklyn, MI 49230

517-592-1974 ■ 1-800-335-7881

517-592-1975 (fax)

Julie Wetherby, Chief Executive Officer

www.r2aaa.net

Field Representative Sherri King

Kings1@michigan.gov

517-284-0167

TABLE OF CONTENTS

County/Local Units of Government	4
Public Hearing	4
Plan Highlights	5
Planned Services Array	5
Scope of Services	6
Program Development Objectives	6
Planned Special Projects	10
Efficiency in Service	11
Direct Services	12
Advocacy Strategy	16
Leveraged Partnerships	17
Budgets	18

County/Local Units of Government

Region 2 Area Agency on Aging's plan to distribute and gain support from Hillsdale County Commission, Jackson County Commission and Lenawee County Commission will consist of the following:

The Chairs of Hillsdale, Jackson and Lenawee County Commissions will receive an invitation to the Public Hearing.

A copy of the 2018 Area Plan will be mailed, return receipt requested, to the Chairs of Hillsdale, Jackson and Lenawee County Commissions, including a letter requesting approval of the document prior to June 30, 2017. R2AAA will include an offer to attend the Commission Meeting, if requested. In addition, the Plan will be emailed to each Commission Secretary with request that R2AAA be notified when the Plan is approved by Commission.

Prior to August 7, 2017, Sherri King, AASA Field Representative, will be notified of the Counties status on approval of the FY 2018 Area Plan.

Region 2 CEO, Julie Wetherby, or her designee, will appear before the Human Services Committee of the County Commissions, twice per year, per Committee's agenda. Progress: of the Area Plan will be shared with the respective County.

Plan will be posted on the agency website, www.r2aaa.net those reviewing the plan will be encouraged to submit their comments via the website, email or U.S. Mail.

PUBLIC HEARING

One Public Hearing for the FY 2018 Area Plan will take place at 10:a.m. on June 20, 2017 at Region 2 Area Agency on Aging, 102 N. Main Street, Brooklyn, MI in conjunction with the Advisory Council Meeting.

Notice of the Hearing was announced on R2AAA's website along with notice of how the plan could be received. The Public Hearing notice and copies of the DRAFT Plan was made available to Board of Directors and Advisory Council members at their monthly meetings and on R2AAA's website. Notice of Public Hearing was also sent as a 2-1-1 Blast.

PLAN HIGHLIGHTS

REGION 2 AREA AGENCY ON AGING MISSION

Mission: To improve conditions affecting the lives of the older adults and individuals with disabilities in the region by:

- Identifying concerns of those persons and developing a comprehensive and coordinated network of services in Hillsdale, Jackson and Lenawee Counties that will enable older persons and individuals with disabilities to function as independently as possible in their homes and communities.
- Providing advocacy, information, planning, program development, contracting and the funding necessary to accomplish this purpose.

Region 2 Area Agency on Aging (R2AAA), a nonprofit 501c3, incorporated in 1974 under the Older American Act of 1965, was designated as the Area Agency on Aging for the Planning and Service Areas of Hillsdale, Jackson and Lenawee County, Michigan. R2AAA identifies the needs of older adults, persons with disabilities and caregivers and responds to those needs by providing programs and services. R2AAA clients make informed decisions allowing them to live in their homes and communities.

PLANNED SERVICE ARRAY

- R2AAA funds the following services for older adults, persons with disabilities and caregivers in Hillsdale, Jackson and Lenawee Counties. These services are provided by a network of organizations that provide services to people within their communities. R2AAA works to coordinate existing programs by partnering with community organizations and pursuing new funding resources which would help enhance or create new programs.
- The services funded under the FY 2018 Area Plan follow the outcome of the Needs Assessment conducted in FY 2016. Funded services are those that not only meet the mission of R2AAA but that of the needs of those residing in the Planning and Service Area. Those services that allow people to live in their homes and communities such as home delivered meals and home care assistance (assistance with personal care and homemaker). To assist those in caregiving situations: adult day care, respite care, caregiver supplemental services and assistance with kinship relationships (such as grandparents raising grandchildren). For those that are looking for socialization and healthy living activities: congregate meal sites, disease prevention/health promotion programs and senior centers.

- R2AAA, through a request for proposal (RFP) process, contracts with agencies to provide services to older adults, persons with disabilities and caregivers within their respective communities. R2AAA provides direct services as indicated below. R2AAA is committed to maintaining a comprehensive person-centered range of services to older adults, persons with disabilities and caregivers.

SCOPE OF SERVICES

TOP CONTRACTED SERVICES

Services receiving the most funding:

- Home Delivered Meals
- Home Care Assistance
- Congregate Meals,
- Adult Day Care
- Transportation

Services receiving the most participants:

- Senior Center Operations
- Home Care Assistance
- Congregate Meals
- Home Delivered Meals
- Information and Assistance

Approved Area Plan Goals/Objectives

Goals and Objectives for Fiscal Year 2018 will remain the same as FY217. Progress on objectives are listed below:

GOAL 1. Develop and expand our Assistive Technology programs to serve more individuals.

1. Offer Assistive Technology demonstrations in the Community.
2. Work with County Senior Centers to provide information regarding Assistive Technology services.

3. Write at least one grant to establish an unmet needs fund to assist low-income individuals with assistive technology services.

PROGRESS:

- a. **Hosted a Baker College Information Technology Intern.**
- b. **Submitted a proposal to Jackson Junior Welfare League to be a recipient of their annual fund raising gala. R2AAA was selected and was awarded \$25,000 for unmet needs, information Technology; and other needs in Jackson County.**
- c. **Conducted seven Assistive Technology demonstrations with 14 attendees.**
- d. **Conducted four Assistive Technology trainings with 71 attendees.**

GOAL 2. Increase name recognition of R2AAA as the experts in aging.

1. Implement an outreach plan to enhance community awareness of R2AAA network and the services they offer.
2. Use social media such as website, Facebook and Twitter to provide information on services and programs.
3. Distribute marketing materials to a wider audience.
4. Continue to attend meetings, outreach, etc. in the PSA.
5. Continue to educate staff.

PROGRESS:

- a. **R2AAA attended health fairs and expos, community parades, caregiver events regular visits to nursing homes.**
- b. **Advertised on radio, local television station, newspapers, newsletters, website, 2-1-1 blasts, and other community events. R2AAA hosted a Holiday Open House and Annual Meeting.**
- c. **R2AAA developed a Marketing Plan.**
- d. **Informational packets are made available to staff, Board and Advisory Council with “talking points” of programs, events, etc. available through R2AAA during the month. These packets are updated on a monthly basis.**
- e. **Added Instagram as another method of social media.**
- f. **Participated in Speed Networking event through Brooklyn-Irish Hills Chamber.**

GOAL 3. Work with the Village of Brooklyn to achieve the Community for a Lifetime designation.

1. One Community R2AAA will receive the status of “Community for a Lifetime” by 9/30/2019.

2. R2AAA staff will meet with Community Officials in Brooklyn, Michigan to present the Community for a Lifetime concept.
3. Brooklyn Michigan officials, with the assistance of R2AAA, will complete the application to become a Community for a Lifetime.
4. Will work with Brooklyn Michigan to become "A Community for a Lifetime" in Region 2.

PROGRESS:

- a. **Village of Brooklyn Governing Body signed resolution of support on 9/12/2016.**
- b. **First Committee Meeting held 2/4/2017 with Dan Dosema from Aging and Adult Services Agency presenting to the Committee.**
- c. **One Committee member and R2AAA CEO has presented the program to Somerset Township (Hillsdale County) with interest shown for a second Community for a Lifetime in Region 2.**
- d. **Daft Community Needs Assessment has been drafted.**
- e. **Committee meets on a monthly basis.**

GOAL 4. Improve access and efficiency to information and services for our Community members.

1. Respond to emerging needs by providing education and assessment of needs. Outcomes measured by satisfaction of individual's receiving education services within the network.
2. Through R2AAA Quality Department, activities related to quality of services offered are reviewed and improved as needed.
3. Involve R2AAA Board, Advisory Council and Staff in emerging issues and encourage participation in educational opportunities.

PROGRESS:

- a. **MSU nursing interns completed standards related to how pain management is assessed at home visits.**
- b. **Post hospitalization visits continue in order to focus on re-hospitalization numbers.**
- c. **R2AAA Staff attends Statewide Consumer Quality Meeting.**
- d. **R2AAA Staff attends State and National Conferences.**
- e. **R2AAA Staff attend County Continuum of Care Meetings.**
- f. **Legal Services Attorney assists clients monthly at R2AAA.**
- g. **Smiles on Wheels, assists clients monthly at R2AAA. Smiles on Wheels consists of dental hygienists that provides cleanings, cancer screening and referrals to their dentist if necessary. This program is offered at no charge providing client has Medicaid. If they do not there is a nominal fee.**

- h. In March, 2017, the Village of Brooklyn lost power causing R2AAA to be closed for 2 days. The Telephones were directed to one staff person so all calls were answered. Staff were able to assist their clients from home.**

GOAL 5. Increase awareness/activities of the need for Prevention of Elder Abuse, Neglect and Exploitation.

1. R2AAA will provide funding and/or for support to MMAP, TPAAN, Long Term Care Ombudsman and Legal Services.
2. R2AAA and partners, including Local TRIADs, will provide outreach information to participants attending Prevention of Elder Abuse, Neglect and Exploitation events in the PSA.

PROGRESS:

- a. **R2AAA Received a PREVENT grant to provide educational events to address prevention of elder abuse. R2AAA has developed a “Safe Haven Project” which is an opportunity to advocate for older adults who are victims of abuse and neglect by providing temporary alternative housing options.**
- b. **Legal Services of South Central Michigan will provide Legal Services assistance and Ombudsman services in the PSA.**
- c. **R2AAA is providing funding to support Medicare, Medicaid Assistance Program (MMAP), Training to Prevent Adult Abuse and Neglect (TPAAN)**
- d. **R2AAA staff have a working relationship with County Adult Protective Services, Regional Nursing Home Ombudsman and Legal Services Attorneys.**
- e. **Grant awarded to County Focal Points for an event to address Prevention of Elder Abuse, Neglect and Exploitation.**

GOAL 6. Expand Outreach of Healthy Aging Education to individuals in community Settings in the PSA

1. Train volunteer Leaders and Coaches to provide participant workshops.
2. Workshops will be provided in accessible locations.
3. A portion of the Evidence Based Funding will be in the RFP.
4. Continue to seek alternative funding to ensure sustainability of these programs.

PROGRESS:

- a. **R2AAA has Leaders and Master Trainers in PATH, DPATH, Chronic Pain, Cancer Path, Matter of Balance, TPPAN, and Creating Confident Caregivers.**
- b. **Leader Training was held at R2AAA in PATH and DPATH 2016 update.**
- c. **R2AAA is forming new partnerships to offer the Evidence Based programs.**
- d. **R2AAA Staff assisted Region 3C in facilitating a DPATH Participant Workshop.**
- e. **Received an agreement with Henry Foard Allegiance Hospital to provide 4 Tri-County Cancer PATH workshops in FY 17.**

- f. **R2AAA Board of Directors approved a Community Education Business plan that includes the addition of a Full Time Community Education Coordinator.**

GOAL 7. Provide Education for Caregivers

1. With 4,626 persons in the PSA reported as having “Cognitive Difficulty” that means there are potentially more than that number of caregivers.
2. Caregivers would benefit from the information, support and knowing they are not alone in their journey that the workshops would give them.
3. R2AAA participated in the Creating Confident Caregivers Program when AASA provided grant funding. Region 2 and partners’ staff will attend Leader Training for the Creating Confident Caregiver Program.
4. R2AAA will provide workshops in the PSA in facilities convenient for caregivers to alleviate the stress of caregiving, the CCC program will provide Caregivers with tools to understand and cope with the disease.
5. R2AAA will utilize adult day care and respite facilities for caregivers attending workshops to care for their loved ones.
6. R2AAA will continue to train CCC Leaders and partner with agencies to host workshops.

PROGRESS:

- a. **Three R2 AAA staff and two Focal Point Staff were trained in CCC and have provided CCC workshops.**
- b. **R2AAA staff presented at Regional Caregiver Events and at Lenawee County Memory Cafe.**
- c. **Contracts were awarded to County Focal Points to provide education and services to Caregivers.**

PLANNED SPECIAL PROJECTS AND PARTNERSHIPS

- a. In 2018 we will continue our current partnership with MSU School of Nursing and expand other intern collaborations. In 2017 the Senior Nurses conducted a Pain Management Survey to clients. This partnership allows us to introduce new nurses to the senior population and lets them see first-hand the issues involved in helping older adults remain in the community. Our Social Work intern relationship with Spring Arbor University resulted in R2AAA hiring a newly graduated Social Worker.
- b. We have developed a partnership with the Department of Health and Human Services. In 2018 we will continue housing an on-site donated funds worker to assist with Medicaid for our participants.

- c. In 2018 R2AAA will continue to develop partnerships with hospitals that reside in our counties.
- d. We will continue our established partnership with Region 3C to provide Diabetes PATH and Matter of Balance trainings and workshops. We are working with the MSU Extension on Diabetes PATH initiatives.
- e. We continue to develop relationships with other Area Agency on Aging's on Integrated Care and other endeavors.
- f. R2AAA will continue working with the Veterans Administration in order to accept referrals for the Veterans Choice/HCBS program.

INITIATIVES TO ACHIEVE INCREASED EFFICIENCY IN SERVICE DELIVERY.

- a. We have purchased Medware Program for our Information & Referral which improved customer service to our community members and partners and also has helped collect data on the needs of our communities.
- b. With the launch of Relias, our staff has the ability to experience an on-line curriculum program that allows additional training. This training is done without the expense of travel, registration fees and time away from the office.
- c. We continue to research processes in all areas of the agency in order to institute more LEAN processes and electronic forms/signatures.
- d. We are in the process of NCQA Certification. We received our Medicare number and also received our Diabetes Self- Management Training (DSMT) certification which has further qualified our Diabetes PATH classes for Medicare billing and promotes referrals from clinical settings.
- e. All of our Information and Referral staff are certified in Alliance of Information and Referral Systems (AIRS).
- f. We have replaced our finance software that allows financial staff to be more efficient and provide expanded reporting options.
- g. Our marketing specialist, on a monthly basis, gives updated "Talking Points" to the Staff, Board and Advisory Council to further educate our community on the services available for older adults and adults with disabilities.
- h. R2AAA staff are participating in the State LEAN Initiatives and are part of the team upgrading the CIM software to provide additional efficiencies.

- i. Agency Website was updated to allow for online donations, class registration, promote programs and senior issues, Social media, including Facebook and Instagram, are utilized as well.
- j. In FY 2015 Region 2 Staff, Board and Advisory Council under the direction of a facilitator, developed a Strategic Plan as follows:
 - Exceed the expectations of markets services with existing products and services.
 - Explore and exploit new growth opportunities for existing and new products and
 - Support Agency’s evolving business model with appropriate technology, information systems and facilities.
 - Assure human resources policies are market plus.
 - Create Agency awareness.
 - Assure financial integrity.
- k. In 2017 achievements will be updated and new goals will be established.

APPROVED DIRECT SERVICES REQUEST: CARE MANAGEMENT

Starting date: 10/1/2017 ending date: 9/30/2018

Total of federal dollars: -0- Total of state dollars: \$215,913.

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

	<u>2017</u>	<u>Planned 2018</u>
Number of client pre-screenings	41	50
Number of initial client assessments	41	50
Number of initial client care plans	41	50
 Total number of clients (Carry-over plus new)	 106	 110
 Staff to client ratio (Active and maintenance per Full time care manager)	 1:45	 1:50

OTHER RESOURCES: Source of Funds Case Value: Match and Other Resources Cash Value \$100.00 In-kind (Donations).

Goal: Continue to Increase Care Management participants using a person centered approach. Improve care management skills and efficiencies.

1. Revise and update Policy and Performance criteria through use of AASA Care Management program criteria in policy revisions and National Committee For Quality Assurance Accreditation in FY 2018.
2. Accreditation Standards for Case Management and Network as we work towards National Committee For Quality Assurance Accreditation in FY 2018.
3. Provide Annual Care Management Training to Supports Coordinators so that all understand Care Management Requirements to ensure our participants receive quality person centered customer and Care Management services.
4. R2AAA will continue to develop community resource lists for use by all staff and will include the list as part of our referral process utilizing our Mediware software product.

APPROVED DIRECT SERVICE INFORMATION AND REFERRAL

Starting date: 10/1/2017

Ending date: 9/30/2018

Total of federal dollars: -0-

Total of state dollars: \$22,599.

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

Goal: Customers in need of assistance will receive reliable referrals to appropriate services.

1. Using a Person Centered approach, older adults, persons with disabilities and caregivers will receive informed and educated assistance regarding services available in the community, in a timely manner
2. Follow-up to assure quality and effectiveness of referrals will be made.
3. Continue using I& R Mediware system to document contacts and gather data to further analyze the needs of the community.
4. Mediware software has been in place since January, 2017. Calls have increased due to outreach activities.

APPROVED DIRECT SERVICES: Disease Prevention Health Promotion

Starting date: 10/1/2017 Ending date: 9/30/2018

Total of federal dollars: \$10,000. Total of state dollars: \$0

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

Goal: Provide Chronic Disease Self-Management and Matter of Balance programs and other Evidenced Based Programs as appropriate.

1. Train volunteer Leaders and Coaches to provide participant workshops.
2. Workshops will be provided in accessible locations.
3. A portion of the Evidence Based Funding will be in the RFP.
4. Continue to seek alternative funding to ensure sustainability of these programs.
5. Chronic Disease Self- Management (PATH) Cross-training will be offered.
6. Approved Business Plan include a full time position.

**APPROVED DIRECT SERVICE:
PREVENTION OF ELDER ABUSE, NEGLECT AND EXPLOITATION**

Starting date: 10/1/2017 Ending date: 9/30/2018

Total of federal dollars: \$5,154. Total of state dollars: \$0

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

Goal: Create an awareness and increased sensitivity in the Region regarding Prevention of Elder Abuse, Neglect and Exploitation.

1. R2AAA and partners, including Local TRIADs, will provide outreach information to participants attending Prevention of Elder Abuse Neglect and Exploitation events in the PSA.

2. R2AAA will provide funding and/or support to MMAP (Michigan Medicare Assistance Program), TPAAN (Training to Prevent Abuse and Neglect), Long Term Care Ombudsman and Legal Services.
3. R2AAA will act as the fiduciary for the Elder Abuse Grant which will be used in the PSA.

APPROVED DIRECT SERVICES: CREATING CONFIDENT CAREGIVERS

Starting date: 10/1/2017 Ending date: 9/30/2018

Total of federal dollars: \$8,000. Total of state dollars: \$0

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

GOAL: To address Caregiver of Persons with Alzheimer’s and other Dementias, R2AAA will conduct Creating Confident Caregiver (CCC) Workshops.

1. Caregivers will benefit from the information, support and knowing they are not alone in their journey that the workshops would give them.
2. R2AAA participated in the Creating Confident Caregivers Program when AASA provided grant funding. Region 2 and partners’ staff will attend Leader Training for the Creating Confident Caregiver Program.
3. R2AAA will provide workshops in the PSA in facilities convenient for caregivers to alleviate the stress of caregiving, the CCC program will provide Caregivers with tools to understand and cope with the disease.
4. R2AAA will utilize adult day care and respite facilities allowing caregivers to attend workshops.
5. R2AAA will continue to train CCC Leaders and partner with agencies to host workshops.

APPROVED DIRECT SERVICES: NUTRITION COUNSELING

Starting date: 10/1/2017 Ending date: 9/30/2018

Total of federal dollars: \$4,000. Total of state dollars: \$0

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

Goal: To provide nutrition counseling to individuals who are at nutritional risk.

1. R2AAA Registered Dietitian will provide nutritional counseling to clients identified at risk.

2. Clients will be assessed and a nutritional plan will be developed.
3. Person Centered options will be provided to clients to empower them to improve their nutritional status.
4. Clients will be monitored to determine change in nutritional status.

DIRECT SERVICES REQUEST: MEDICATION MANAGEMENT

Starting date: 10/1/2017 Ending date: 9/30/2018

Total of federal dollars: \$0 Total of state dollars: \$20,000.

Geographic area to be served: Hillsdale, Jackson and Lenawee Counties

GOAL: Provide direct assistance in managing the use of both prescription and over the counter (OTC) medication.

1. R2AAA will review and evaluate the medication management care plan and the complete medication regimen, including prescription and OTC medications, dietary supplements and herbal remedies, with each client and appropriate caregiver.
2. We will work to reduce the re-hospitalization rate through educating participants on the correct use of the medications, ensuring physician follow up, and reducing adverse interactions of medications.
3. This oversight will help to keep participants in their own homes as desired by ensuring that medication is taken correctly. This would be accomplished through education of participants, informal supports and caregivers, providing medication set up as needed, and cueing to take medications.

ADVOCACY STRATEGY

ELECTED OFFICIALS:

Discussions with elected officials will continue with R2AAA's Chief Executive Officer as a member of the Michigan Area Agencies on Aging Association. Two R2AAA Advisory Council Members serve on the Michigan Senior Advocates Council allowing them to meet with Legislators or their aides. Involvement in these organizations ensures that the targeted populations are advocated for and are having their needs represented. R2AAA supports Older Michiganians Day by arranging transportation for participants and staff to attend the event. Region 2 is a member of the Silver Key Coalition. We continue to be aware of 'coffee hours' and local office hours being held by our state representatives and attend in order to share

current information with them. We monitor agendas of County Commission meetings and attend when topics could be important to our service area population.

COLLABORATION:

R2AAA Board of Directors are appointed by County Board of Commissioners thus allowing County Commissioners themselves to serve on the Region 2 AAA Board of Directors. On a semi-annual basis, R2AAA Chief Executive Officer, or designee, will present before each Commission or County Human Services Committee regarding the provision Older American Act services in their respected areas.

Through effective collaborative efforts and close relationships with key agencies providing services for targeted populations, R2AAA has developed a comprehensive network of services and programs to address client needs.

LEVERAGED PARTNERSHIPS

- Leveraged Partnerships include:
- Original ADRC Partnerships,
- 2-1-1
- Thome PACE
- disAbility Connections (CIL)
- County Departments on Aging (Focal Points)
- Medicare Medicaid Assistance Program (MMAP)
- Michigan Coordinated Access to Food for the Elderly (MiCAFE)
- Critical Signals Technology
- Same Address
- Veterans Affairs
- County Human Services Meetings
- County Continuum of Care Meetings
- Housing Collaborative and other County Collaborative
- Department of Health and Human Services
- Henry Ford Allegiance Health Improvement Organization
- Promedica Quality Initiative
- Lenawee County Human Services Collaborative
- Jackson Human Services Coordinating Alliance
- Hillsdale Human Services Network
- Region 1-B Area Agency on Aging

- Region 3C Area Agency on Aging
- Area Agencies on Aging Association

2018 OPERATING BUDGET