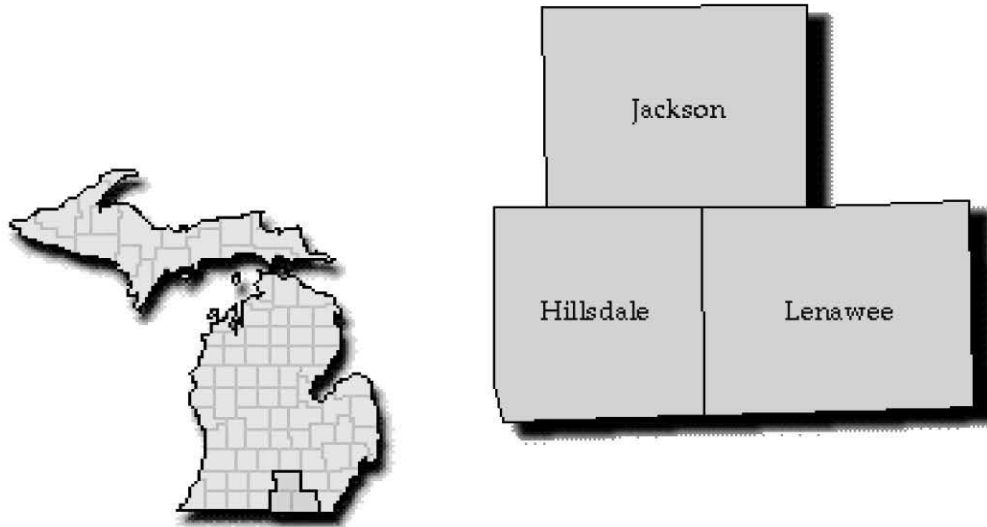


2023-2025 Multi Year Plan
FY 2024 ANNUAL IMPLEMENTATION PLAN
REGION 2 AREA AGENCY ON AGING



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 Ashley Ellsworth

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517-294-9680

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Executive Summary

Include a summary that describes the AAA and the implementation plan including a brief description of the PSA (to include older adults in greatest economic need, minority, and/or non-English speaking), the AAA's mission, and primary focus for FY 2024.

Instructions

Please include in the Executive Summary a brief description of the following: The PSA and any significant changes to the current area plan.

A.) Any significant new priorities, plans or objectives set by the AAA for the use of (OAA) and state funding during FY 2024. If there are no new activities or changes, note that in your response.

B.) Any permanent changes to the AAA's operations based on the COVID-19 pandemic. In addition, please describe how the AAA is utilizing its American Rescue Plan Act (ARPA) funding.

C.) Current information about contingency planning for potential reduced federal funding (if plans include the pursuit of alternative funding, identify specific funding sources).

D.) A description of progress made through advocacy efforts to date and focus of advocacy efforts in FY 2024.

E.) A brief description of AAA's successes over the past year and any anticipated challenges for FY 2024.

A.) Any significant new priorities, plans or objectives set by the AAA for the use of (OAA) and state funding during FY 2024. If there are no new activities or changes, note that in your response.

WellWise Services Area Agency on Aging, formerly Region 2 Area Agency on Aging is entering an exciting new chapter. With a new building and a new name, we look forward to more effectively serving our community. The development and construction of our new building provided an excellent opportunity to "rebrand" ourselves. Historically, there has been confusion in the community about who we are and what we do. (Are you the Department on Aging? Are you AAA insurance?) We wanted to give our agency a name that better fits what we do in the community.

WellWise Services is a name that was decided upon by our Board of Directors after several meetings and discussions with a committee of staff members and our marketing consultant. "Well" refers to wellness, health, caregiving, independence and safety. "Wise" refers to giving people the resources and information they need to make good decisions as they plan for services for themselves or others. Our services and programming have not changed. We are still the Area Agency on Aging that serves Hillsdale, Jackson, and Lenawee Counties. We are still part of the Area Agencies on Aging of Michigan and USAging (the National Association of Area Agencies on Aging).

WellWise Services Area Agency on Aging is focused on building a stronger strategic framework and bolstering service offerings for caregiver support. Older adults and caregivers living in the region 2 planning and service area have many reliable caregiver support options, however, the current framework is heavily

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dependent on which county the individual lives in. WellWise Services has received feedback from key stakeholders and the community at large about the lack of comprehensive caregiver supports and where to go to find them. We seek to streamline the current framework to both elevate existing support options and fill gaps. For instance, caregiver support groups, while available in our service area, are many times unknown to caregivers in need because people are only offered information on groups in the county or town where they live. When serving as a more regional hub for caregiver supports, caregivers will have access to information using a person centered approach, which sometimes will mean pairing a caregiver with a support group option in a neighboring town or across county lines. Given that our service area is largely rural and limited in service options in some areas, this strategy will match more caregivers with needed services.

Another area in which WellWise Services seeks to achieve growth is with our Care Transition Coordination and Support (CTCS) work. We were fortunate to work with MDHHS and other AAAs to develop the service standard and introduced this service option during FY 2023. We have seen success in partnering with a local health system, Hillsdale Hospital, in this pilot year. Engaging with participants sooner through these targeted referrals before they leave the hospital allows individuals to become acquainted with our agency at a critical point. Ensuring individuals understand their discharge plans, arranging transportation to follow up appointments and helping connect participants with primary care providers reduces the frequency of repeat hospitalizations. Utilizing Social Determinants of Health (SDOH) screening tools enables our Community Health Workers to make thoughtful and informed referrals. In FY 2024, WellWise Services plans to compile data and outcomes to support partnership proposals with other health systems in our service area.

B.) Any permanent changes to the AAA's operations based on the COVID-19 pandemic. In addition, please describe how the AAA is utilizing its American Rescue Plan Act (ARPA) funding.

As older adults and the community at large emerge from the COVID-19 pandemic and the public health emergency, WellWise Services seeks to leverage lessons learned as it relates to virtual and in person support options. We look forward to utilizing our new space in such a way that community members feel welcome to attend classes or schedule in person appointments in a space that is both big enough to accommodate larger groups, but also sensitive to the need for private meeting rooms. We see this as an opportunity to further examine our service offerings and strategic framework to best meet the needs of those we serve.

Although WellWise Services utilized a mostly hybrid approach to community-based work (with our Supports Coordinators in Care Management) prior to the pandemic, this framework was formalized and further refined during the pandemic to include other programs and service options. Our Community Education Program offers a variety of educational opportunities, and prior to the pandemic, all were held in person. However, the pandemic forced us all to re-examine this format. A tremendous amount of work went into ensuring program fidelity and successful participant outcomes were possible in a virtual environment. We have embedded opportunities for obtaining smart devices and one on one training and instruction for using technology across all of our programming and look to continue this beyond the public health emergency.

We recognize that partnering with health departments and grassroots organizations allows us to meet people where they are, and so expanding our community presence is a high priority. Reintroducing ourselves using our new name and branding is an opportunity to reach new or previously underserved groups. While health disparities have always been present, the pandemic has shined a light on these

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inequities and we are committed to addressing them. Embedding Community Health Workers and Options Counselors in trusted establishments and congregate locations allows us to interact with the community in a more inclusive, equitable way. The process and policies around offering our community services in a flexible will continue as needed.

We have shown WellWise Services to be a reliable source of non-biased information and service offerings related to the COVID-19 pandemic and public health. Our agency will continue to offer the public information around general health, vaccines, and preventative health options and raise awareness. The pandemic clarified the usefulness of AAAs to local health departments and these connections will remain solid. Early on in the pandemic, our board of directors voted to invest in this work through the addition of a Community Health Specialist position, responsible for analyzing health outcomes, liaising with public health entities, examining emergency procedures, and establishing partnerships to improve health outcomes for target populations.

WellWise Services has been recognized nationally for our innovative vaccine administration program where we remove transportation and insurance barriers and partner with local pharmacies to collaboratively vaccinate older adults, adults with disabilities and caregivers in their homes and in the community. The COVID-19 immunization has been the focal point of these efforts, but over the last year WellWise has included influenza, shingles, pneumonia and other vaccines into our program. WellWise Services is responsible for one on one information sharing and appointment scheduling for more than 2,500 individuals and our pharmacy partnership program has secured vaccinations for more than 300 older adults, adults with disabilities and caregivers in their homes and at WellWise Services sponsored clinics.

WellWise Services has effectively utilized pandemic funding to meet the needs of older adults in our service area. Using community needs survey data, focus groups and stakeholder input, we prioritize needs and identify gaps in services as part of budgeting process. ARPA funding is being used in a variety of ways. To date, we have awarded all of our C-1 and C-2 nutrition funding to community providers as they seek to serve the increased need. Internally, we have utilized ARPA funding to reduce waiting lists and fill gaps with transportation funding, allocated additional funding to Legal Services and Ombudsman programs which have also seen significant increases in community need. We seek to invest in one-time expenditures, including caregiver education software and resources.

C.) Current information about contingency planning for potential reduced federal funding (if plans include the pursuit of alternative funding, identify specific funding sources).

In the event of reduced federal funding, WellWise Services would ensure that funds be spent on the highest need categories, cut administrative costs by reducing staff hours and expenses, and would potentially implement a cost share option when allowable. WellWise Services' priority would continue to be to serve those in greatest need, and to seek alternate funding where possible. WellWise Services has a robust grant writing program, as well as many community partnerships. We have a number of established grant proposals which can be tailored to particular funding requests. Before trimming any services, an aggressive campaign to replace these federal funds with alternative funding sources would be implemented and the use of agency reserves would be explored. WellWise Services would work with community focal points, each of which are recipients of senior millages, to problem solve and prioritize funding allocations.

D.) A description of progress made through advocacy efforts to date and focus of advocacy efforts

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in FY 2024.

WellWise Services is deeply committed to advocacy initiatives and priorities which focus on the needs of older adults, adults with disabilities, and caregivers in our planning and service area. WellWise Services advocacy efforts have yielded positive results in FY 2023. Chiefly, WellWise Services continues to foster meaningful relationships with local, state and federal government representatives. Our inclusion of these lawmakers in regular Agency updates, invitations to special events, consultation on various pieces of legislation affecting old adults and trips to houses of government has brought awareness and a better understanding of what AAA's do everyday to support their older adult constituents. This commitment to advocacy has enabled us to more effectively communicate with lawmakers and has elevated our Agency's reputation as a trustworthy source of information.

WellWise Services has continued its proud and active membership in associations such as n4a and 4am, both of which have been instrumental in providing tools and meaningful support as the aging network continues to cement its status as a proactive advocating force. WellWise Services advocacy plans draw parallels to the State Commission on Services to the Aging, in that with sustainable service funding for Mi Choice Waiver and OM-funded programming through the Older Americans Act, wait lists can be decreased/eliminated.

The Direct Care Worker shortage is directly impacted by the lack of services and supports for informal caregivers. Without qualified formal and informal caregivers, the increasing number of older adults will continue to be underserved. WellWise Services proudly works to advocate with lawmakers at the local, state and federal levels to share caregiver and provider stories and continues to advocate for increase wages for Direct Care Workers. WellWise Services works closely with the IMPART Alliance to bolster depth and competence in the workforce through the support of training and certification programs.

WellWise Services is heavily involved with other state and national advocacy efforts, including but not limited to: USAging, 4am, Silver Key Coalition. Our Agency is also involved in targeted caregiver shortage advocacy groups looking at a variety of potential solutions, including innovative recruitment strategies, training models and credentialing.

We look to continue this work in FY 2024 and hope to build upon the existing relationships we've build with lawmakers. Much of our statewide advocacy approach has centered on introducing ourselves to new lawmakers. Since redistricting, we've had the opportunity to meet and get to know many of our lawmakers and have received positive feedback.

E.) A brief description of AAA's successes over the past year and any anticipated challenges for FY 2024.

During FY 2023, along with our board of directors, WellWise Services has embarked on the building of a new location located in Brooklyn, the heard of our service area, to solidify our presence and community service delivery for years to come. We've received and are working through Michigan Health Endowment Fund (MHEF) Data Interoperability grant to improve technological workflows and a MHEF funded Caregiver Wellness/Community Education project. We've teamed up with Region 3C and Carewell Services under our PREVNT grant to expand the Safe Haven Model into other areas of the state. We were approached by MHEF to partner in a grant proposal which now has been awarded to MPHI with WellWise Services as a

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contracted partner to test a technological platform for vetted caregiver connection. We also received a USAging grant to continue our nationally recognized Vaccine Partnership work.

We continue to assist in the Riverview Terrace apartment building evacuation and relocation efforts with other community partners and the Adrian City Council and Lenawee County Government. We have improved our VA service options and collaborative partnership with local offices, making AAA services available to more veterans. Our Community Education Program will have a session at the USAging Conference in July 2023, and WellWise will receive two awards at the conference for our statewide approach to Community Education and our Vaccine Partnership program. Our work with a Diversity, Equity and Inclusion (DEI) consultant at the Grant Rapids Chamber of Commerce has culminated in successful Implicit Bias Trainings and an agency wide assessment which will help in the formation of our long term and short term DEI Committee goals and initiatives.

We anticipate many victories in FY 2024, but we also anticipate challenges. We anticipate challenges related to the federal Older Americans Act budget, as signs are pointing potential reductions in this funding. With need at an all time high and the number of older adults out-pacing school age children in Michigan, we are concerned service reductions are strongly possible. Going into FY 2024, we recognize that the "pandemic fiscal cliff" will require our constant attention to ensure efficient use of pandemic funding, while establishing plans for ensuring service delivery in FY 2025. The direct care worker shortage will continue to be a barrier for so many older adults. We will remain focused on innovative solutions for this problem and seek to partner with other AAAs and entities to create solutions. Private-for-profit care entities continue to pose a serious risk for AAAs and the network must continue to advocate for AAAs to be included in legislation and funding opportunities.

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County/Local Unit of Government Review

COUNTY/LOCAL UNIT OF GOVERNMENT REVIEW

The Area Agency on Aging (AAA) must send a request to the chairperson of each County Board of Commissioners. Notification can be sent via U.S. Mail or by electronic means, with delivery and signature confirmation, no later than June 30, 2023. For a Planning and Service Area (PSA) comprised of a single county or portion of the county, approval of the AIP is to be requested from each local unit of government. If the AAA does not receive a response from the county and/or local unit of government by July 20, 2023, the AIP is deemed passively approved. The AAA must notify their Bureau of Aging, Community Living, and Supports (ACLS Bureau) Field Representative by July 21, 2023, whether their counties and/or local units of government formally approved, passively approved, or disapproved the AIP.

The AAA may use electronic communication, including email and website-based documents, as an option for acquiring local government review and approval of the AIP. To employ this option, the AAA must do the following:

- A.) Send a letter through the U.S. 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 AIP on the AAA's website. Instructions for how to view and print the document must be included.
- B.) Offer to provide a printed copy of the AIP via U.S. Mail, or an electronic copy via email, if requested.
- C.) Be available to discuss the AIP with local government officials, if requested.
- D.) Request email notification from the local unit of government of their approval of the AIP or their related concerns.

Instructions

Describe the AAA's efforts, including use of electronic communication, to distribute the AIP to the appropriate county and/or local units of government to gain support.

TRIBAL NOTIFICATION

The Michigan Department of Health and Human Services (MDHHS) has an established relationship of working directly with the Federally Recognized Sovereign Indian Tribes of Michigan (Tribes). As part of this work, MDHHS recognizes the importance of Tribal notification including consultation of the complete AIP for each AAA within their PSA to encourage and foster collaboration between Title III and Title VI programming as outlined in the Older Americans Act (OAA).

AAAs, please send an official notification of your complete AIP for any Tribe(s) within your PSA for their review and consultation. If there are no Tribes within the PSA, please indicate that in your response and if a Tribe crosses more than one PSA, each AAA is still expected to send their AIP. Notification can be sent via U.S. Mail or by electronic means, with delivery and signature confirmation,

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no later than June 30, 2023. The AAA will notify their ACLS Field Representative by July 21, 2023, of any comments or feedback received from their Tribe(s). If no comments or feedback received, please indicate that in your response.

The AAA may use electronic communication, including email and website-based documents, as an option for Tribe notification and consultation of the AIP. To employ this option, the AAA must do the following:

A.) Send a letter through the U.S. Mail, with delivery and signature confirmation, or an email requiring a response confirming receipt to the Chairperson of the Tribal Council advising them of the availability of the final draft AIP on the AAA's website. Instructions for how to view and print the document must be included.

B.) Offer to provide a printed copy of the AIP via U.S. Mail, or an electronic copy via email, if requested.

C.) Be available to discuss the AIP with Tribal elders and/or Tribal officials, if requested.

D.) Request email notification from the Tribe of their comments and feedback of the AIP or their related concerns.

Instructions

Describe the AAA's efforts, including use of electronic communication, to distribute the AIP to the appropriate Tribe(s) within your PSA for notification and consultation. Describe any current and future collaborative efforts with Tribe(s) within your PSA. If no collaborative efforts planned, note that in your response.

WellWise Services Area Agency on Aging's plan to elicit feedback during the planning process, distribute a draft of the FY 2024 Annual Implementation Plan and gain support from the County Commissions in Hillsdale County, Jackson County, and Lenawee County will consist of the following:

The Chairs of Hillsdale, Jackson and Lenawee County Commissions will receive invitations to a Public Hearing.

Upon WellWise Services Area Agency on Aging Board of Directors approval of the FY 2024 Annual Implementation Plan (tentatively scheduled for June 22, 2023), a copy will be e-mailed, return receipt requested, to the Chairs of Hillsdale, Jackson and Lenawee County Commissions, including a letter requesting approval of the document prior to July 20, 2023.

WellWise Services will include the offer to meet with County Commissioners for further discussion, if requested. In addition, the plan will be e-mailed to each Commission Secretary with a request that WellWise Services be notified when the plan has been reviewed.

Prior to July 21, 2023, Ashley Ellsworth, ACLS Bureau Field Representative, will be notified of each counties' status on review of the FY 2024 Annual Implementation Plan.

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WellWise Services CEO, Julie Wetherby, will appear before the Human Services Committees of each County Commission, per committee's agenda. Updates of the Area Plan will be shared with each County.

There are no Federally Recognized Sovereign Indian Tribes of Michigan located in the Region 2 planning and service area.

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Public Hearings

At least one public hearing on the FY 2024 AIP must be held in the PSA. Hearing(s) must be made accessible to all. Persons need not be present at the hearing(s) to provide testimony. E-mail and written testimony must be accepted for at least a 30-day period beginning when the summary of the AIP is made available.

The AAA 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, tribal, Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ+), immigrant communities and/or other underrepresented groups; presentation on the AAA's website, along with communication via email and social media referring to the notice; press releases and public service announcements; and a notice to AAA partners, service provider agencies, older adult organizations, and local units of government. See *Operating Standards for AAAs, Section B-2 #3*. The public hearing notice should be available at least 30 days in advance of the scheduled hearing. This notice must indicate the availability of a summary of the AIP at least 14 days prior to the hearing, along with information on how to obtain the summary. All components of the AIP should be available for the public hearing(s).

Instructions

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.

In addition, the AAA should also upload into AMPS a copy of your official notice and/or press release(s) for a public hearing. Please describe the strategy/approach employed to encourage public attendance and testimony on the AIP. Describe all methods used to gain public input and any impacts on the AIP. Describe how the AAA factored the accessibility issues of the service population and others in choosing the format of the meeting.

Date	Location	Time	Barrier Free?	No. of Attendees
06/20/2023	WellWise Services AAA	11:00 AM	Yes	20

*Public Hearing is scheduled for June 20, 2023 at 11:00 AM at the WellWise Services Area Agency on Aging at 107 Chicago St. Brooklyn, MI 49230. Updates to this plan will occur following the hearing.

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Access Services

Access services may be provided to older adults directly through the AAA without a direct service provision request. These services include Care Transition Coordination & Support; Care Management; Case Coordination and Support; Options Counseling; Disaster Advocacy and Outreach Programs; Information and Assistance; Outreach, with specific attention to outreach with underserved populations, and Merit Award Trust Fund/State Caregiver Support-funded transportation. If the AAA is planning to provide any of the above noted access services directly during FY 2024, complete this section.

Instructions

Select from the list of access services those services the AAA plans to provide directly during FY 2024, and provide the information requested. Specify, in the appropriate text box for each service category, the planned goals and activities that will be undertaken to provide the service.

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

Care Transition Coordination and Support

Starting Date 10/01/2023 Ending Date 09/30/2024

Total of Federal Dollars \$5,000.00 Total of State Dollars

Geographic area to be served

Hillsdale, Jackson, Lenawee County

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

CTCS will provide discharging community members with the support needed to successfully transition to a community-based living environment while acting as liaison to ensure individuals aged 60 and older or adults with disabilities receive reliable and unbiased information about available services to support independent living and preventing re-hospitalization.

CHWs will utilize the following process to facilitate successful transitions:

1. Participants are contacted and have their initial assessment completed within 1 business day of qualifying referral.

A coordination of services mechanism is utilized to ensure eligibility.

Each participant shall receive an initial assessment. Assessors shall attempt to acquire each item of information listed but must recognize and accept the participant's right to refuse to provide basic information and health history.

The program shall operate within the following basic levels of service: person centered planning, service arranging, accessible housing support, follow-up. Red flag warning, and outcome measure reporting.

Recommendation to a medication consultation and/or management.

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Number of client pre-screenings:	Current Year:	70	Planned Next Year:	140
Number of initial client assessments:	Current Year:	20	Planned Next Year:	40
Number of initial client care plans:	Current Year:	20	Planned Next Year:	40
Total number of clients (carry over plus new):	Current Year:	20	Planned Next Year:	40
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:20	Planned Next Year:	1:20

Care Management

<u>Starting Date</u>	10/01/2023	<u>Ending Date</u>	09/30/2024
Total of Federal Dollars	\$60,570.00	Total of State Dollars	\$215,913.00

Geographic area to be served
Hillsdale, Jackson, Lenawee County

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

Goal 1: Continued integration of Community Health Worker (CHW) into new program staff dynamics.
Activity - Clarify RN/CHW roles with the formation of amended policies and procedures, in accordance with Care Management standards. Activity - Supervisor will convene team meetings to assess job duties and functionality, efficiencies, and case conferences.

Goal 2: Involve additional community resources, develop more community partnerships to work in tandem with WellWise Services.
Activity - Attend County/Regional meetings with community agencies to promote Tiered Care Program and increase referrals.
Activity - Examine proven models from other regions/states to expand staff's understanding of the program's potential.

Goal 3: Further development of self-sustaining Targeted Case Management (TCM) program.
Activity - Continue to revise billing guidelines and protocols within the agency and with MDHHS to minimize rejected claims.
Activity - Provide inservice trainings to staff and referral agencies to increase understanding of the service .

Number of client pre-screenings:	Current Year:	136	Planned Next Year:	143
Number of initial client assessments:	Current Year:	63	Planned Next Year:	66
Number of initial client care plans:	Current Year:	63	Planned Next Year:	66
Total number of clients (carry over plus new):	Current Year:	253	Planned Next Year:	266
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:42	Planned Next Year:	1:45

Outreach

<u>Starting Date</u>	10/01/2023	<u>Ending Date</u>	09/30/2024
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Total of Federal Dollars \$5,000.00

Total of State Dollars

Geographic area to be served

Hillsdale, Jackson, Lenawee County

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

Goal 1: WellWise Services Area Agency on Aging seeks to provide comprehensive information on supports and services in the Region 2 planning and service area.

Objective 1: Demonstrate compliance with revised service standard and increased access to information for underserved populations.

Activities:

- Provide training to agency staff to ensure understanding of service standard changes
- Develop and implement revised reporting mechanisms to capture outreach activities
- Utilize survey data and public comments to increase access to information to underserved populations.

Options Counseling

Starting Date 10/01/2023

Ending Date 09/30/2024

Total of Federal Dollars

Total of State Dollars

Geographic area to be served

Hillsdale, Jackson, Lenawee County

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

1. Utilize Older Americans Act funds to assist in supporting two full time Options Counselors .

- Explore alternative funding (grants) sources to support these positions
- Continue to reconcile operating standards with current protocols and procedures to ensure compliance
- Marketing focus on Options Counseling benefits

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Direct Service Request

This section applies only if the AAA is submitting a new request to provide an in-home, community, or nutrition service directly that was not previously approved in this multi-year planning cycle.

It is expected that in-home, community, and nutrition services will be provided under contracts with community-based service providers, but when appropriate, AAAs can request to provide these services directly. Direct service provision requests must be approved by the Commission on Services to the Aging (CSA). Direct service provision is defined as “providing a service directly to a senior, such as preparing meals, doing chore services, or working with seniors in an adult day setting.” Remember direct service provision by the AAA 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 AAA’s administrative functions.
- C.) A service can be provided by the AAA more economically than any available contractor, and with comparable quality.

Instructions

Select the service from the list and enter the information requested pertaining to basis, justification, and public hearing discussion for any new Direct Service Request for FY 2024. 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 2024 are to be included under the Direct Service Budget 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 on the Support Services Detail page.

Please skip this section if the AAA is not submitting a new request to provide an in-home, community, or nutrition service directly during FY 2024.

Caregiver Education, Support and Training

Total of Federal Dollars \$5,334.00

Total of State Dollars

Geographic Area Served Hillsdale, Jackson, Lenawee County

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

Goal 1: Serve as regional hub for Caregiver Education, Support and Training options in the Region 2 planning and service area.

Objective 1: Evaluate needs of caregivers and match with available supports.

Activities:

- Analyze service options
- Identify gaps in service
- Collaborate with community partners to maximize service offerings

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- Provide regional caregiver support option information to community members using person centered communication methods and learning platforms

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

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.

WellWise Services Area Agency on Aging seeks to offer regional information and learning opportunities to community members living in the Region 2 planning and service area. Currently, there are no mechanisms for offering regional information to caregivers, identifying available supports and services. In the three-county planning and service area, information, supports and services for caregivers depend heavily on the county the individual lives in. The Region 2 planning and service area has inconsistencies in programming from county to county, leaving many without valuable information on supports and services in neighboring towns and communities.

The number of informal and family caregivers continues to rise in our region and many of these caregivers are untrained. WellWise Services Area Agency on Aging is uniquely situated to provide access to online training platforms using the Agency's licensed vendors. Community focal points, who provide most of the direct caregiver services in Region 2, experience cost prohibitive barriers to providing this type of programming oftentimes due to administrative requirements.

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

*Public Hearing will be held on June 20, 2023. Any data gathered will be recorded following the hearing.

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Approved MYP Program Development Objectives

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

Instructions

Please provide information on progress to date for each established objective under the section tab entitled "Progress."

For the Diversity, Equity, and Inclusion (DEI), the ACLS Bureau Operating Standards for AAAs 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 AAAs sections C-2 and C-4 along with the Document Library for the ACLS Bureau training completed on Embedding Diversity, Equity & Inclusion (DEI) within Aging Services across Michigan for the MYP 2023-2025 Cycle.

Within the progress tab, ensure to address, at a minimum, the below DEI Program Development Objectives that correlate to the MYP DEI Goal:

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

Objective 1- Increase services provided to Black, Indigenous (tribal) and People of Color (BIPOC) and LGBTQ+ seniors served in your region. *Please include how the AAA is measuring this progress including how you will ensure that programming and outreach is culturally sensitive and welcoming to all.*

Objective 2- Increase the number of AAA staff, providers, caregivers, and volunteers trained in implicit bias, cultural competencies, and root causes of racism. *Please include a brief description of how the AAA tracks to ensure the number of individuals trained has increased.*

Objective 3- Increase availability of linguistic translation services and communications based on the cultural needs in the region in which you serve. *Please include the top 3 requested linguistic translation services for your PSA. How does the AAA ensure that linguistic translation services are meeting the needs of the older adults within their PSA?*

See Document Library for training PPT and recording of ACLS DEI training completed for the 2023-2025 MYP Cycle.

Area Agency on Aging Goal

- A. Improve the Accessibility of Services to Michigan's Communities and People of Color, Immigrants and LGBTQ+ Individuals.**

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Objectives

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

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

Progress

Through our contract with the Grand Rapids Chamber Diversity Equity and Inclusion (DEI) consultant group, we have purchased Implicit Bias trainings on behalf of our provider network, staff, and boards. We received positive feedback from these trainings and are looking to offer again soon. Currently, our staff training rate is 91%. Because we have added additional staff and positions, we will need to offer training opportunities again and on an annual basis to ensure a high course completion rate.

Course Completion for all in-services and trainings are charted in our learning management system, Relias, as well as our Human Resource Information System, Paycor. This is reviewed annually, along with evaluations. Internal DEI trainings (shorter and focused on smaller, more targeted topics) are assigned in Relias monthly, and our larger annual cultural competencies trainings are often held in person or via virtual means, with course completion data housed in Relias and Paycor.

As part of our work with the DEI consultant group, we recently completed an agency-wide survey and are still evaluating the findings. As part of the survey, our consultant included a suggested roadmap, which will allow us to strategically and thoughtfully establish our ongoing training plan. Training figures prominently in our strategic plan in the short and long term goals.

2. Increase services provided to Black, Indigenous and People of Color and the LGBTQ+ communities.

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

Progress

Our Diversity, Equity and Inclusion committee meets monthly and has made evaluating and analyzing community demographic data with that of our internal participant data a top priority. The committee recently launched its initial draft of our DEI dashboard, which tracks demographic data of staff, boards, providers, and participants. An incredible amount of work has gone into this effort, as our agency relies on many different software systems and grant specific reporting mechanisms for gathering this data with almost no interoperability between these systems. By the end of FY 2023, the DEI Committee will launch this quarterly dashboard, which we believe will enable WellWise Services to track and measure the impact of our work in this space.

In addition to our DEI Dashboard, we will use the findings from our recent DEI consultant's agency wide survey to prioritize and plan our DEI initiatives for FY 2024.

3. Increase availability of linguistic translation services and communications based on the cultural needs in Region 2.

Timeline: 10/01/2023 to 09/30/2025

Progress

WellWise Services continues to prioritize the need for fair and equitable access to services, supports and information throughout our service area. We are focused on making all documents, forms and publications

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accessible to everyone in our region, and have enlisted the help of a translation service provider. Using agency reserves and a grant from MDHHS, efforts are underway for all of our new forms, documents and publications to be translated into Spanish, as it is the language used by most region 2 residents after English. This work is just getting started as our rebranding and new name were just launched in April 2023.

We utilize Spanish speaking staff to translate during in-person interviews, calls, service plan development. When an individual requires a language other than Spanish, we utilize our contract with BoostLingo, a web based on demand translation service with options for virtual and telephonic translation, as well as virtual options for participants using American Sign Language.

B. R2AAA Hospital Prevention Program will prevent the increase of hospitalization rates among older adults in the PSA.

Objectives

1. Region 2 AAA will create a comprehensive work plan with identifiable measures to track progress
Timeline: 10/01/2023 to 09/30/2025

Progress

Narrative:

WellWise Services created the Hospital Prevention Program in the first quarter of FY 2020 and implemented in February 2020, just prior to COVID-19 pandemic. The program utilized aspects of the MICapable model of Care and resources provided to us from Michigan State University to reduce the hospitalization rates of participants by focusing on those with repeat admissions.

In FY 2022, the program changed focus to looking at diagnosis for admissions, as it was discovered that many of those with frequent hospitalizations were not interested in making lifestyle changes. Supports Coordinators were given access to the resources and were distributing by mail to those participants who had an admission related to one of the top admitting diagnosis, which include Sepsis, Diabetes, Congestive Heart Failure, and Chronic Obstructive Pulmonary Disease.

In FY 2023, WellWise Services is utilizing a nurse intern to work on creating education on warning signs for these diagnosis'. Once complete, the education will be added to Trualta Online Caregiver Platform. WellWise Services and Hillsdale Community Hospital collaborated on a project aimed at decreasing hospitalizations. The project is still in the initial stages. With the implementation of these strategies, we have seen close to a 1% decrease in hospitalizations. As this program moves towards full implementation, we hope to see further improvements, as evidenced by continued decreases in hospitalization rates.

In FY 2024, WellWise Services is a member with a work group of Area Agency on Aging Agencies who are reviewing working together to create reports for better use of data.

C. R2AAA will explore potential options for the addition of Regional Transportation Options.

Objectives

1. R2AAA will convene a transportation work group, comprised of agency staff, community members and partners, to establish a baseline of the transportation needs in the PSA and develop potential solutions and

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innovations to meet this growing need.
Timeline: 10/01/2022 to 09/30/2025

Progress

WellWise Services Region includes Hillsdale, Jackson, and Lenawee counties, which are mostly rural areas with some urban centers.

All three counties have bus systems that operate within the city limits. Lenawee and Jackson both have Dial-a-Ride options which offer some options that go out of the city. Hillsdale's Dial-A-Ride option operates within the city limits only.

Jackson's public bus system also has a program called Rides to Wellness that gives \$15 rides (each way) to any wellness activity within the county. In Hillsdale and Lenawee counties, the senior centers offer some transportation options.

In Jackson County, Catholic Charities' RSVP program pairs a volunteer driver with a senior citizen in need for rides to their doctor appointments but has been unable to accept new applicants at previous levels, due to lack of volunteers since the COVID-19 pandemic.

Remaining options include private medical transportation services, taxi services and car rental services which prove to be costly and many of our citizens find these options unaffordable.

Due to the rural makeup of this region there are not many options for ride sharing apps like Uber or LYFT.

Another challenge is that many of the public transportation options do not run late at night or have weekend hours. WellWise Services fulfills many Unmet Need requests on transportation services.

WellWise Services participates in multiple inter-agency collaboratives across our planning and service area, where we come together with health systems, community based organizations, local governments and transportation authorities to address transportation needs. We are partnering to launch a transportation focused community needs survey in Lenawee County. The results of the survey will steer our work in that area. WellWise Services is working to establish similar efforts in our other two counties to better direct our work in the transportation space.

D. Streamline regional access to Caregiver resources, supports and information.

Objectives

1. Create a comprehensive Caregiver work plan to guide the Agency's efforts towards caregiver services.
Timeline: 10/01/2023 to 09/30/2025

Progress

Activity #1: Engage local contractors and community partners to develop a comprehensive caregiver supports database.

Activity #2: Establish internal Agency procedures which will allow staff to make appropriate referrals to area support options.

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Activity #3: Identify potential funding streams to support caregiver services.

Activity #4: Implement caregiver consultations and caregiver education programs to support caregivers

Outcome #1: By engaging local contractors and community partners to develop a comprehensive caregiver supports database, the community will be better served and better informed. Building rapport with key stakeholders will promote better supported programs.

Outcome #2: By establishing internal Agency procedures to allow staff to make appropriate referrals to caregivers provides stability to the Agency's caregiver efforts and prevents the likelihood of available resources and supports not being shared with community members.

Outcome #3: Identifying diversified funding streams to support caregiver services at R2 AAA helps ensure availability of caregiver services.

Outcome #4: By providing expertise and support through caregiver consultations and quality caregiver education programming, we will relieve caregiver burden and enhance the quality of care and self-care strategies used by caregivers in our communities

E. Promote increased independence for older adults and adults with disabilities using Assistive Technology supports.

Objectives

1. The R2AAA Assistive Technology program will diversify funding sources and seek community partnerships to support sustainability.

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

Progress

WellWise Services continues to seeks opportunities for funding diversity for our Assistive Technology (AT) program. While we continue to apply for local grants, we have found that streamlining our internal procedures (increased training for client-facing staff, revised billing and allocation mechanisms) and ensuring understanding of the program with our referral partners and providers has helped in expanding this program.

The COVID-19 pandemic forced our agency to look at this service in a different way. Prior to the pandemic, we often relied on in-person "show and tell" events to expose people to the possibilities of AT as it relates to remaining safe and independent in one's home. We have since implemented virtual options for learning about this program and increased options for smart device use and training.

Our AT program is home to our library partnership, where we partner with libraries in each of our three counties where older adults, adults with disabilities and caregivers have the opportunity to "check out" a smart device using the library's existing routing and delivery networks. Through this partnership, participants are able to rent and learn to use smart devices, configured to their personal needs using remote access software.

In FY 2024, WellWise Services looks forward to building upon these steps to bring additional funding diversity.

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F. Increase the impact of R2AAA in communities throughout the PSA.

Objectives

1. Build a comprehensive and consistent marketing plan to support the Agency's growth and capacity.
Timeline: 10/01/2022 to 09/30/2025

Progress

Website

Goal: Work with Team including One With Digital to launch new website and keep website updated and current.

Goal: Successfully link the R2AAA website to a community website at the rate of at least one per month.

Social Media

Goal: Increase social media presence, likes and followers, including Facebook, Instagram, LinkedIn and YouTube.

Goal: Increase to 2000+ Facebook Followers (1220 currently)

Goal: Continue to work collaboratively with AARP Michigan on monthly Learn a Latte events.

Agency Newsletter

Goal: Continue to grow and publish Agency Newsletter monthly.

Goal: Continue to publish Agency Mid-Month Newsletter on a timely topic monthly.

Goal: Increase newsletter recipients to 2500+. (1983 currently)

Radio/TV Advertising

Goal: Secure annual contracts with local TV (JTV-Jackson) and radio stations (WLEN/WQTE-Adrian) and work within the contracts for as much exposure as possible.

Goal: Consider other media outlets as the need and/or opportunity arises.

Print Advertising

Goal: Maintain current relationship with Senior Preferences. Arrange for and update advertisements for Agency, MMAP, Safe Haven and each county Department on Aging, annually.

Goal: Maintain current relationships and plans with print advertising in each county.

Promote agency and specific programs and services in advertisements in Jackson Blazer, The Exponent, The Daily Telegram, The Hillsdale News, The Jackson Citizens Patriot, quarterly.

Goal: Maintain advertisements in 3 local churches (1 each county), monthly.

Expos/Health Fairs/Events/Sponsorships

Goal: Attend/have booth- at least 10 per year, in person or virtually.

Goal: Host presentations via Zoom to promote and educate the community on a variety of topics with local experts, 2 times per year.

Goal: Host virtual or in-person event/lunch for referral sources-4 per year

Goal: Create and host monthly podcast with a variety of guests.

Outreach/In-Person & Virtual Visits/Follow Up

Goal: Concentration on Service clubs, Chamber of Commerce Events, Hospice Agencies, Skilled Nursing

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Facilities, Home Health, Churches, Hospital/Physician Groups, Physician Offices

Goal: reach out to under-served populations and team up for efforts when possible; groups include but not limited to local LGBTQIA+ groups, Michigan Seasonal Migrant Workers, Adrian East Side (2nd Fridays) groups, low income senior housing complexes, Martin Luther King, Jr Center in Jackson, regular advertisement in the Jackson Blazer.

Goal: Continue to develop outreach within the Region, seek out places to hold Blood Pressure Clinics and other activities as allowed by COVID-19 limitations.

Goal: Continue to seek out other agencies to collaborate with on projects and events.

Goal: Cold calls and visits monthly with potential referral sources- 5-10 per month

Goal: Seek out new locations to present our services and programs.

Goal: Follow up monthly with top referral sources via email/hand-written