

STATE OF MICHIGAN
Michigan Department of Health & Human Services
BUREAU OF AGING, COMMUNITY LIVING, AND SUPPORTS

FY2023-2025 Multi Year Plan

FY 2023 Annual Implementation Plan

Northeast MI Community Services Agency, Inc

FY 2023

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Program Development Objectives

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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. Regional Goal: Improve access of aging service to Black, Indigenous, People of Color and LGBTQ+ older adults in northeast Michigan.

State Goal Match: 1

Narrative

As part of the development phase of Region 9 AAA's Multi Year Plan, a twelve county needs assessment was conducted through a survey tool. The tool was distributed via Facebook, on the AAA website, in-person at two Public Input Sessions, through community partners, agency boards, and to existing program partnerships. A total of 587 surveys were returned. Despite increased efforts to improve the AAA's visibility in the communities, the survey results showed awareness of the AAA was below expectations. This is a not necessarily a negative result. Over the years, the AAA has focused heavily on community partners being recognized as the focal points for aging services. That effort has proven effective. In addition, the AAA's umbrella agency, Northeast Michigan Community Service Agency (NEMCSA)—a community action agency, is well known and well respected throughout the service area. Regardless, the AAA will continue to promote and increase visibility of aging services throughout the region in a culturally and linguistically appropriate manner to increase awareness of quality services where and when they are needed.

Additionally, the return of surveys from black, indigenous, people of color and the LGBTQ+ communities was low. Only 3 of the total 587 Needs Assessment Surveys returned (less than one-half percent) indicated they were LGBTQ+. Although the Needs Assessment Survey confirms the percentage of minority populations of individuals 60+ in northeast Michigan is low, it also indicates that outreach and connections must improve. The 2021 Census estimates that only 2.6% of Region 9's population consists of Black, Indigenous or People of Color.

Objectives

1. Decrease evidence of implicit bias, racism, or lack of cultural sensitivity in AAA operations.
Timeline: 10/01/2022 to 09/30/2025

Activities

- * Conduct a full review of policies, procedures, and publications to ensure diversity, equity and inclusion are supported and evident throughout the agency's operation, including local policies provided to AAA subcontractors and purchase of service providers.
- * Request all subcontracts and purchase of service providers review their policies, procedures, and publications to ensure diversity, equity and inclusion are supported and evident.
- * Require all subcontractors to address diversity, equity, and inclusion efforts in their bids for contract agreements with the AAA.

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Expected Outcome

* A thorough review and update of the AAA policies, procedures, and publications will reflect and support DEI standards. This includes local policies regarding subcontractors and purchase of service providers.

* Subcontractors will be asked to document and verify that have reviewed their policies and procedures for support of DEI standards.

* All new contracts will require subcontractors to address DEI in their multi-year and annual bids with the AAA.

2. Increase awareness of aging services and service accessibility to Black, Indigenous, People of Color and the LGBTQ+ communities.

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

Activities

* Facilitate a conversation with a volunteer-based focus group formed by persons identified on the Needs Assessment Survey as Black, Indigenous, Person of Color or LGBTQ+ and/or the caregivers of those communities.

* With the focus group, create strategies to target ways to increase awareness of aging services in a culturally and linguistically appropriate manner.

* Identify organizations, share information, and collaborate with agencies, nonprofits and other groups serving Black, Indigenous, People of Color and LGBTQ+ communities.

Expected Outcome

* Facilitated community conversations with older adults or caregivers who are Black, Indigenous, Persons of Color as well as individuals from the LGBTQ+ community through a volunteer-based focus group. Through the Needs Assessment Survey, 45 individuals expressed interest in participating in the focus group. The focus group will facilitate discussion about how to best reach out and identify others in the PSA within these groups and how best to provide information about Region 9 service availability

* As a result of the focus group, strategize a targeted approach to increase awareness of aging services in a culturally and linguistically appropriate manner.

- Evaluate the need for an awareness plan to highlight aging services in appropriate languages through flyers, etc.

- Use logos/symbols/short messaging recognizable by non-English speaking and LGBTQ+ individuals directing them where to go for information and assistance.

- Collaborate with community organizations, agencies and organizations serving Black, Indigenous, People of Color and the LGBTQ+ communities to identify eligible persons and provide information about services.

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3. Increase the number of AAA staff, caregivers, subcontractors, purchase of service providers, and direct care workers trained in diversity, equity and inclusion (DEI).

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

Activities

- * At a minimum, require annual training for AAA staff, subcontracted providers, and purchase of service providers.
- * Explore potential training providers such SAGE Metro Detroit to provide educational sessions for staff and providers.
- * Develop and offer a web-based resource and training hub for staff, providers, and caregivers that is always person-centered and accessible on a 24/7 basis.

Expected Outcome

- * All AAA staff, subcontractors and purchase of service providers will receive annual DEI training.
- * A Web-based training hub will be made available for staff, providers, and caregivers that is always person-centered and accessible.
- * AAA sponsored DEI training to all subcontractors and purchase of service providers.

4. Improve access to translation services and ensure all communications are culturally and linguistically appropriate.

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

Activities

- * Identify and make available translation services for all AAA services, supports and materials.
- * Provide referral-based access and resources to translation services for AAA staff and community partners.
- * Share materials and resources to the extent possible.

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Expected Outcome

- * All staff will know how to find and make available translation services for all AAA services .

 - * Community partners will have referral-based access and resources to translation services and resources for older adults requiring communications help and linguistic assistance.

 - * Materials and resources will be shared to the extent possible through the AAA website and resource directory.
5. Increase awareness of Aging network services throughout the AAA region .
Timeline: 10/01/2022 to 09/30/2025

Activities

- Bolster public awareness of aging network services through expanded outreach efforts such as health fairs, community events, and technology-based efforts such as podcasts and social media marketing.

- * Explore mass marketing options such as postcard or flyer mailings to all older adults in the region as well as targeted efforts with faith-based organizations.

- * Increased submissions of public service announcements for all media outlets and participation in local television and radio programs.

- * Expanded public speaker campaigns to engage local community organizations and groups and enhance knowledge of aging programs and services.

- * Increased use of technology-based options to ensure an enhanced reach of information to those unable to access other avenues of information and assistance.

- * Maintain current partnerships and collaborations with local Councils/Commissions on Aging, the Medicare/Medicaid Assistance Program, Long Term Care Ombudsman Program, the Alzheimer's Association-Greater Michigan Chapter, MSU Extension, local health providers and other community organizations. All of which have proven invaluable in increasing and improving the delivery and variety of services throughout the region.

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Expected Outcome

- Attend outreach events such as health fairs and community events as they become available, and technology-based efforts such as virtual events, podcasts and social media marketing.

- Identify and participate with other organizations/businesses (such as faith-based organizations) that do mass mailings such as postcards or flyers to older adults in the region.

- Devise a media list and schedule regular public service announcement submissions and seek regular interviews with local television and radio programs.

- As part of the regular PSAs, create a AAA public speaker group to engage local community organizations and groups about aging programs and services.

- Make technology-based options available to ensure an enhanced reach of information to those unable to access other avenues of information and assistance.

- Maintain current partnerships and collaborations with local Councils/Commissions on Aging, the Medicare/Medicaid Assistance Program, Long Term Care Ombudsman Program, the Alzheimer's Association-Greater Michigan Chapter, MSU Extension, local health providers and other community organizations. All of which have proven invaluable in increasing and improving the delivery and variety of services throughout the region.

B. Reduce the impact of social isolation on older adults and improve access to information, assistance, and social outlets via a variety of means to improve their quality of life in northeast Michigan.

State Goal Match: 2

Narrative

In Region 9, local Councils/Commissions on Aging are the focal point for delivering many aging programs and, in particular, daily nutrition services, which often provide the only daily social activity for older adults. This could mean a meal at the senior center with an opportunity to engage with other seniors, or the brief welfare check of a home-delivered meal driver two or three times a week. Many older adults are unable to participate in other in-person activities such as educational workshops, exercise classes, parties, health fairs, support groups wellness clinics, etc. Thus, alternative means for these activities can be a main factor for enabling older adults to remain connected to their community and provide opportunities for socialization for a better quality of life.

Objectives

1. Expand access to educational opportunities related to healthy living.
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Activities

- Continued support for evidence-based disease prevention, health promotion programs such as A Matter of Balance; Personal Action Toward Health (PATH); PATH-Diabetes; PATH-Chronic Pain; and other ACL-approved Tier 3 programs.

- * Explore the potential of the evidence-based program: Aging Mastery.

- * Collaborate with community and university partners to provide Healthy Living webinars and other health-related education opportunities geared toward older adults.

- * Develop and implement programming geared toward healthy nutritional habits for older adults such as healthy cooking and recipes for one or two people.

Expected Outcome

- Offer workshops and leader trainings for evidence-based disease prevention, health promotion programs such as A Matter of Balance; Personal Action Toward Health (PATH); PATH-Diabetes; PATH-Chronic Pain; and other ACL-approved Tier 3 programs.

 - Addition of the evidence-based program: Aging Mastery or other Tier III program.

 - Healthy Living webinars and other health-related education opportunities geared toward older adults.

 - Healthy nutrition education series for older adults such as healthy cooking and recipes for one or two people.
2. Increase efforts to reduce the incidence of elder abuse, neglect, and exploitation.
Timeline: 10/01/2022 to 09/30/2025

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Activities

- Ensure nursing home residents are aware of their rights as well as continued conflict resolution efforts with support of the Long-Term Care Ombudsman Program.

- Increase elder abuse, neglect, and exploitation educational opportunities and awareness.

- Develop resources and training for professionals, caregivers, and direct care workers to increase identification and prevention of elder abuse.

- Continue working with community partners to deliver caregiver education programs such as Creating Confident Caregivers, Powerful Tools for Caregivers, etc., to reduce the incidence of elder abuse, neglect and exploitation that can result from caregiver burnout.

- Support the partnership with the Medicare Medicaid Assistant Program (MMA) to prevent scams and fraud by: 1) providing unbiased health insurance options and one-on-one counseling to Medicare beneficiaries to inform and counteract fraudulent attempts by scam callers; 2) support the MIPPA program efforts to reach out to low income Medicare beneficiaries and help them apply for subsidies to avoid the "helps" of unsolicited agents/callers, 3) provide information/education on how to recognize fraud and scams with monthly New to Medicare virtual webinars and the "Scam Alert" segment on Region 9's "Let's Talk Aging podcast," and 4) provide support to MMA counselors that help Medicare beneficiaries deal with healthcare fraud with ongoing training updates and education.

Expected Outcome

- Nursing home residents and their advocates will have opportunities to learn about their rights and be provided assistance with conflict resolution.

- Increased elder abuse, neglect and exploitation educational opportunities and awareness.

- Expand collaborations with law enforcement, legal services, probate courts, Adult Protective Services, and other entities to develop resources and training for professionals, caregivers, and direct care workers to increase identification and prevention of elder abuse.

- Increased availability of evidence-based caregiver education programs such as Creating Confident Caregivers, Powerful Tools for Caregivers, etc., to reduce the incidence of elder abuse, neglect and exploitation that can result from caregiver burnout.

- Increased fraud and scam awareness, education, and marketing to reduce the incidence of Medicare scams and fraud in the Region 9 PSA.

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3. Improve access to transportation services.

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

Activities

- Establish an online repository of transportation services and authorities available in the region.
- * Prospect the potential for supplying public transit vouchers or other payment options for older adults for accessing transportation services to shopping, medical services, and social opportunities to decrease the potential for social isolation.
- * Develop and implement a volunteer driver recruitment campaign to identify and increase transportation options in the region.
- * Collaborate with the RSVP and community partners to maximize accessibility of transportation services.

Expected Outcome

- A comprehensive repository of transportation services (including Uber Eats, Door Dash) and authorities available in the region.
- Improved access to transportation services to shopping, medical services, and social opportunities to decrease the potential for social isolation.
- Increase access to volunteer transportation options in the region.
- Improve collaborations with the RSVP and community partners to maximize accessibility of transportation services.

4. Improve access to housing assistance resources and community options.

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

Activities

- 1.* Improve access to housing assistance, resources and community options.
- * Jointly establish a referral and access system for collaborations with local service providers who can supply small scale home improvements, ramps, and accessibility options for older adults wishing to age in place.
- * Explore development of a web-based, vetted list of preferred providers for needed services such as home improvements, accessibility modifications, repairs, lawn and snow services, as well as heavy chore services for individuals with the ability to pay, but do not know whom to call.

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Expected Outcome

- Improved access to housing assistance and homeless prevention programs by having updated, intensive data online, and an electronic referral/application system.
 - Access to local service providers who can supply small scale home improvements, ramps, and accessibility options for older adults wishing to age in place.

 - A web-based, vetted list of preferred providers for needed services such as home improvements, accessibility modifications, repairs, lawn and snow services, as well as heavy chore services for individuals with the ability to pay, but do not know whom to call.
5. Improve and increase access to services, supports so that older adults have access to technology-based community connections and supportive services to live their best lives with a focus on rural communities and underserved populations.
Timeline: 10/01/2022 to 09/30/2025

Activities

- Explore and collaborate with community partners and funding sources to further develop expansion of technology options for older adults and caregivers in rural and impoverished communities.

- * Collaborate with the RSVP and community partners to identify volunteers or staff that could provide phone calls or visits to older adults that would benefit from a Friendly Reassurance service.

- * Increase connectivity and partnership with medical and other service providers through efforts such as the Connected to Care Project, which provides admission, discharge and transfer information for hospital patients that are recipients of Care Management or MI Choice Program services.

- * Continued commitment to the provision of services and information through MMAP, MI Café, and other assistance in accessing public benefits.

- * Provide a venue of information sharing for programs of benefit to older adults through community partners, website content, social media, and traditional media outlets and in-person events.

- * Collaborate with local organizations, education centers and volunteers to provide technology training specifically for older adults in various stages of proficiency, e.g. Senior Tech Time.

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Expected Outcome

- Develop an information resource guide to direct older adults to free or low cost technology assistance with computer/telephone services and programs, including a telephone directory and transportation information for classes.

- Identify older adults that would benefit from a friendly reassurance call and connect them to the RSVP and /or staff and volunteers within each community organization providing the service.

- Increased connectivity, partnership, and interoperability with medical and other service providers through efforts such as the Connected to Care Project, which provides admission, discharge and transfer information for hospital patients that are recipients of Care Management or MI Choice Program services.

- Continued commitment to the provision of services, counseling, and information through MMAP, MI Café, and other assistance in accessing public benefits.

- Provide a venue of information sharing for programs of benefit to older adults through community partners, website content, social media, and traditional media outlets and in-person events.

- Local organizations, education centers, and volunteers provide technology training specifically for older adults in various stages of proficiency, e.g. Senior Tech Time.

C. Ensure older adults have a robust, well-trained workforce to serve their needs.

State Goal Match: 3

Narrative

Ensure older adults have a robust, well-trained workforce to serve their needs: The direct care worker shortage is a nationwide issue that has hit Michigan care providers hard. According to the Impart Alliance, in the U.S., "Twenty-five percent (25%) of the population will be age 60 or older by 2030." In northeastern Michigan, most of the twelve counties average above 30% of the population being age 60 or older. This translates to a high demand for direct care workers who help with activities of daily living such as bathing and dressing. The workforce size, however, has not kept pace with demand. Low wages, lack of benefits, a need for training, little career trajectory, and a societal lack of value on the profession have contributed to recruitment and retention challenges. It is estimated that Michigan alone will need 34,000 more direct care workers. In Region 9, ninety-eight percent (98%) of survey respondents say it is important for them to remain in their homes. Some providers are reporting turnover rates of over 80%. Although, immediate and complete resolution are the essential long-term goals, a measured approach through advocacy, improved training, pay, benefits and value are some solutions that can be addressed now to slow the erosion of the workforce.

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Objectives

1. Increase the number of well-trained, qualified, multi-cultural direct care workers available to serve older adults throughout the region.

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

Activities

- * Work collaboratively with community partners, providers, employment professional, and direct care workers to identify specific areas of opportunity for improvement within the direct care workforce and strategize actions to improve recruitment and retention in the field.
- * Engage community partners and service providers in discussions and potential pilot to explore alternative opportunities for recruitment of direct care workers such as migrant populations or other non-traditional alternatives.
- * Continue advocacy efforts with state and federal legislators through efforts such as individual contacts, Town Hall events, Older Michigianians Day, Michigan Senior Advocacy Council.
- * Support and engage with Impart Alliance to improve training, pay and value of the direct care workforce.
- * Review and adjust, where feasible, contracting structures to support improved reimbursement rates to support the direct care workforce.
- * Explore a variety of recruitment activities such as DCW Town Halls, social media marketing campaigns, etc.
- * Continue to support the Senior Community Service Employment Program (SCSEP) and consider applicants to the program as potential direct care worker trainees, as appropriate.
- * Promote the use of GetSetUp as a means for training opportunities for all older adults, caregivers and, potentially, direct care workers.

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Expected Outcome

- Identify specific areas of opportunity for improvement within the direct care workforce and actions to improve recruitment and retention in the field.

- Pilot alternative opportunities for recruitment of direct care workers such as migrant populations or other non-traditional alternatives.

- Increased efforts with state and federal legislators through efforts such as individual contacts , Town Hall events, Older Michigianians Day, Michigan Senior Action Council.

- Support and engage with Impart Alliance to improve training, pay and value of the direct care workforce.

- Adjusted rates where feasible and new contracting structures to support improved reimbursement rates that will support the direct care workforce.

- Direct care worker recruitment activities such as Town Halls, social media, marketing campaigns, etc.

- Utilize the Senior Community Service Employment Program (SCSEP) and consider one to two applicants as potential direct care worker trainees, as appropriate.

- Increased the use of GetSetUp as a means for training opportunities for all older adults, caregivers and, potentially, direct care workers.

2. Improve direct care worker skill levels by providing continued opportunities for direct care worker education to ensure effective delivery of services and a confident workforce .

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

Activities

- * In collaboration with community partners, support and provide annual training to benefit direct care worker and other community partners' staff.

- * Secure a bank of multi-cultural, and linguistically appropriate training to be placed in a web-based repository for ease of access and use by the direct care workforce and caregivers.

Expected Outcome

- An annual day of training to benefit direct care worker and other community partners' staff .

- A bank of multi-cultural, and linguistically appropriate training to be placed in a web-based repository for ease of access and use by the direct care workforce and caregivers.

D. Ensure access to services and supports in a manner consistent with person-centered practices.

State Goal Match: 4

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Narrative

Person-centered thinking is the philosophy behind Region 9 AAA's service provision that supports client self-direction and choice, ensuring older adults have the opportunity to make their own service decisions. The AAA has implemented person-centered thinking with training for all AAA staff and new hires and has made PCT training opportunities available to COA staff and chore provider/caregiver staff. The use of person-centered thinking means that the client's independence is respected, preserved and recognized by their caretakers allowing them to age in place.

Objectives

1. Increase caregiver awareness and utilization of supportive services and resources to prevent caregiver burnout.

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

Activities

- Explore the opportunity to partner with university-based Master level students to provide counseling services to family caregivers of a person with dementia.
- * Continue the provision of face-to-face dementia consultations for family caregivers with a certified dementia specialist.
- * Enhance the AAA's existing online caregiver resource centers with additional service and support resources .
- * Provide a quarterly newsletter via email to interested caregivers or mailed version if no technology access point exists.
- * Continued support and provision on evidence-based programs such as Powerful Tools for Caregivers, Creating Confident Caregivers, and explore other potential options.
- * Collaboration with subject matter experts to provide quarterly virtual educational offerings that are beneficial to community caregivers.

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Expected Outcome

- Provision of counseling services to family caregivers of a person with dementia.
 - Face-to-face or telephonic dementia consultations for family caregivers with a certified dementia specialist.
 - Enhanced online caregiver resource center with additional service and support resources.
 - A quarterly newsletter will be emailed to interested caregivers or mailed if the client has no access to technology.
 - Evidence-based programs such as Powerful Tools for Caregivers, Creating Confident Caregivers, explore other potential options, and provide potential leader trainings.
 - Collaboration with subject matter experts to provide quarterly virtual educational offerings that are beneficial to community caregivers such as the Caregiver Conference and/or webinar series.
2. Maintain service delivery following a person-centered philosophy.
Timeline: 10/01/2022 to 09/30/2025

Activities

- Maintain service delivery following a person centered philosophy.
- Support, provide and seek to expand services and supports in accordance with expressed needs of older adults residing in the region as indicated via community needs assessment surveys and Public Input Sessions.
- Enhance understanding of individual rights and advance planning mechanisms by providing educational opportunities and tools for the aging network and public through partnerships with legal services, medical providers, Michigan Attorney General's office, Michigan Department of Health and Human Services Adult Protective Services Division, and legislative offices.
- Support a continued partnership with the Long-Term Care Ombudsman Program to ensure nursing home licensed facilities' residents understand their rights and access to conflict resolution/advocacy services through increased volunteer recruitment.

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Expected Outcome

- AAA staff, subcontractors and purchase of service providers document completion of person-centered planning training.

 - Older adults expressed needs are documented and incorporated into the goals as possible.

 - Provide an educational event using aging partners to enhance older adults understanding of aging rights and advance planning (legal services, medical providers, Michigan Attorney General's office, Michigan Department of Health and Human Services Adult Protective Services Division, and legislative offices.

 - The Long-Term Care Ombudsman will meet with nursing home licensed facilities' residents discuss and help them understand their rights and provide access to conflict resolution/advocacy services.
3. Support the provision of community-based services with leveraged resources from community partners in the form of county senior millage funds.
Timeline: 10/01/2022 to 09/30/2025

Activities

- Continue to offer high-need core services as indicated on the Community Needs Assessment, which are: Congregate and Home Delivered Meals; Homemaking; Personal Care; Respite.

- Enhanced caregiver service needs through the of development of new and supporting existing adult day centers with adult day best practices.

- Increased kinship caregiver support through service referrals, access to supplemental resources, and educational opportunities.

Expected Outcome

- Using person-centered approach, older adults will choose the services that support their ability to remain in their home. High-need core services include: Congregate and Home Delivered Meals; Homemaking; Personal Care; Respite.

- Support and assist in the development of new and existing adult day centers - especially, in counties that don't have one available.

- Increased kinship caregiver support through service referrals, access to supplemental resources, and educational opportunities.