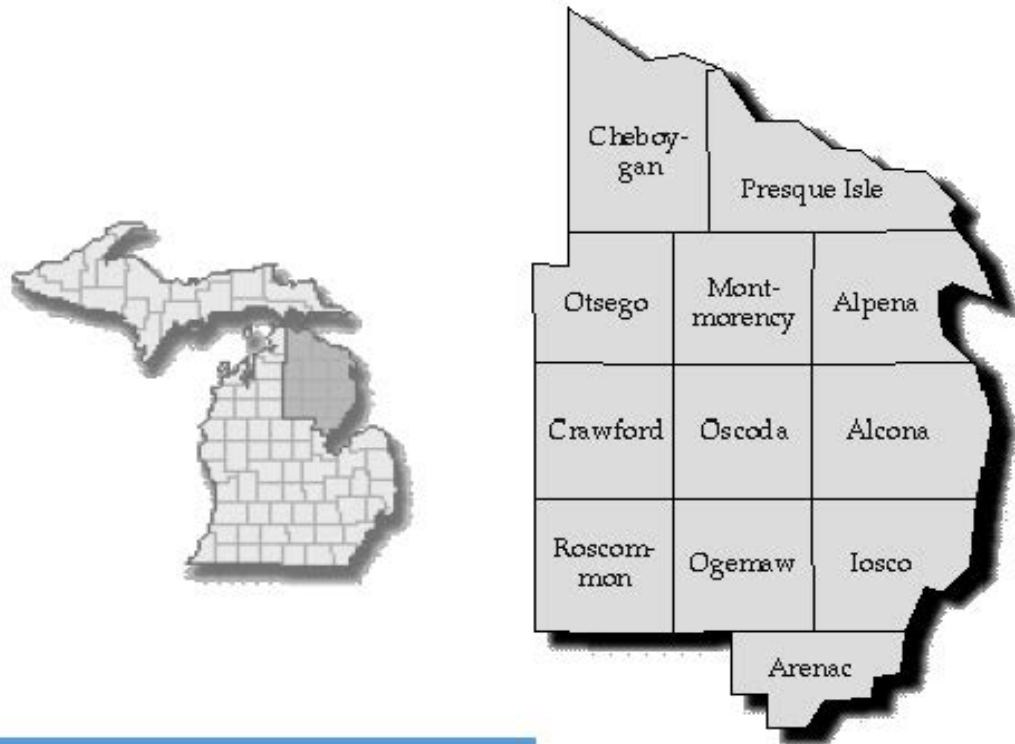


2023—2026 Multi Year Plan
FY 2026 ANNUAL IMPLEMENTATION PLAN
REGION 9 AREA AGENCY ON AGING



Planning and Service Area

Alcona, Alpena, Arenac, Cheboygan,
Crawford, Iosco, Montmorency, Ogemaw,
Oscoda, Otsego, Presque Isle, Roscommon

**Northeast Michigan Community Service
Agency, Inc.**

2569 US 23, South
Alpena, MI 49707
989-356-3474 • 1-800-219-2273
989-358-6604 (fax)
Laurie Sauer, Director
www.nemcsa.org

**Regional Aging Representative
Brenda Ross**

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DRAFT

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Executive Summary

Have there been substantive changes since the previous year? (If yes, please describe below.) ☐ Yes ☒ No

A. There are no new AIP services planned in FY 2026 nor substantive changes since the previous year.

B. How the AAA educates the public, its partners, and service providers on the Administration for Community Living (ACL) and the ACLS Bureau expectations regarding targeting older adults in the greatest social and/or economic need.

Region 9 AAA strives to be the information resource for sought-after services that address the needs of the older adult population throughout the PSA. Region 9 AAA prioritizes persons with the greatest social and economic need and strives to identify older adults of various races, cultures and ethnicities; veterans; Native Americans; persons with limited English proficiency, persons with disabilities and other hard to reach older adults living throughout our rural service area. Region 9 AAA's staff are highly trained, experienced, knowledgeable, educated and equipped to address its service needs. Region 9 AAA's 12 rural counties are collaborative in nature which is one of its greatest strengths.

Region 9 AAA uses a variety of methods to reach underserved populations: providing service visibility and ongoing collaboration/interaction with community agencies and COAs, outreach and educational programs held throughout the PSA, 800-line information access, an extensive agency webpage with the description of senior services offered, social media, Facebook, Let's Talk About Aging podcast, print materials (booklets, brochures, flyers, bookmarks, business cards), weekly AAA newsletter, monthly agency newsletter, postcards, restaurant placemats, highway billboards, press releases to newspapers, radio and television. Region 9 welcomes all avenues to promote its services.

Last year, a retired Veterans Affairs (VA) benefits officer from Alpena County joined Region 9 AAA's Regional Advisory Council. His valuable knowledge helps us understand veteran needs and continue the discussion about understanding veteran services and identifying gaps. Veterans currently have an established web of healthcare services with the Saginaw VA headquarters at the hub and local/regional clinics located in Alpena, Mackinaw, Gaylord, Indian River, Grayling, and Oscoda. All 12-county benefits service VA offices have been notified by email and invited to attend the Public Hearing. Any suggested service proposal for veterans as a result of discussions would need approval through the Saginaw VA Center.

C. Progress made through advocacy efforts to date and focus of advocacy efforts in FY 2026.

A contingent of concerned citizens from Region 9 will attend Older Michiganians Day in Lansing on May 7, 2025, to meet with and deliver over 500 constituent letters to legislators and urge their support for adequate funding to support the statewide agenda to: 1) support and strengthen the Long Term Care Ombudsman program, 2) support family and informal caregivers, 3) expand access to the MI Choice Waiver program, and 4) increase access to home and community-based services including home-delivered meals, in-home personal care, homemaking, and respite care that delay or prevent the need for more costly long-term care. Lorelie King is the Regional Advisory Council's delegate to MSAC (Michigan Senior Advocates Council) and

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provides regular legislative updates, opportunities to give input to the legislative process, and helps to lead the contingent to Older Michiganians Day in Lansing to talk to legislators. Advocacy efforts and legislative engagement have included: participation in the Michigan Senior Advocates Council; Older Michiganians Day; individual legislative meetings, phone calls/letters to legislators, and town hall presentations. These annual activities will continue along with the use of technology to more fully integrate the efforts.

D. AAA's successes over the past year, highlights of new services or other topics, as well as any anticipated challenges.

PACE Program - The building renovation on US 23 South, Alpena, is almost complete and with May 7 scheduled for the building to be inspected for occupancy. The Michigan Department of Health and Human Services will conduct a readiness assessment on May 12, but the new PACE Center will not open immediately. Executive Director Jeff Meden says that they will need to hire staff, set up transportation services and then have a final review before the Center is certified and open to the public. Meden says they are currently aiming for opening in fall 2025.

“No Wrong Door” Grant Project – Michigan Department of Health and Human Services (MDHHS) initiated the “No Wrong Door” federal grant proposal that ended its long-standing relationship with MMAP, Inc. and transitioned the program into two parts: Medicare/Medicaid counseling services including LIS (Low Income Subsidy), MSP (Medicare Savings Program) and Outreach now known as SHIP (State Health Insurance Assistance Program) and Person-Centered Options Counseling (PCOC) for Long-Term Care counseling and other services that preserve older adult independence and their ability to remain in their home for as long as possible. Former MMAP Educator/Trainer Jessica Fleming joined the MDHHS team to transition the statewide volunteer network of certified counselors from MMAP into SHIP and then establish training objectives and curriculum for new PCOC counselors. This also included changing the databases that SHIP volunteers accessed for resources/training to using the CMS TA Center (SHIP Help) and the STARS database (for entering client contacts). PCOC will have a separate database that is chosen by each individual AAA (not a statewide database). The first initial PCOC trainings were held on March 10-13 in Dimondale, MI and in Petoskey, MI on March 25-28 and with ongoing weekly webinars scheduled by MDHHS.

Anticipated Challenges:

The direct care worker (DCW) shortage to provide in-home services continues to be a large challenge, the search is ongoing also for community living support services workers. Job seekers are slow to return even with increased pay and added slots for more staffing. Due to increasing requirements, provider attrition is also a challenge, and smaller providers are deciding to discontinue their MI Choice Waiver contracts. Other programs like the Senior Community Service Employment Program (SCSEP) are having some success in filling openings but still seek workers for their work experience placement program; Long Term Care Ombudsman Program continues and is actively seeking volunteers; volunteers are needed to take leader training for Evidence-Based Disease Prevention programs; and SHIP (former MMAP) continues to advertise locally for volunteers to become certified program counselors and will coordinate its initial

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trainings with the MDHHS schedule for open enrollment (Oct. 15 - Dec. 7).
Non-emergency medical transportation continues to be a challenge for our large geographic area.

E. Ways in which your agency will support the Veteran population and a description of any partnerships and/or collaborations with Veteran service organizations within your region.

SHIP Counselors refer all New to Medicare veterans to their appropriate County VA benefits officer and encourage them to coordinate VA benefits with their Medicare options. Retired VA benefits officer Bill Stypick is a current member of the Region 9 Regional Advisory Council; is a frequent speaker for SHIP counselors and advises Region 9's SHIP network of counselors as appropriate. Region 9 continues to interact with the VA Center in Saginaw with talks centered on initiating military cultural competency training for AAA staff conducted by the Older Adult Veteran Liaison office at ACLS.

Discussion may explore any gaps in service to disabled veterans, and/or the need for service to veterans and/or veteran spouses that don't otherwise qualify to use the VA service sites. All 12 county benefits service officers/VA offices have been notified by email and invited to attend the Public Hearing. Any suggested service proposal for veterans as a result of discussions would need approval through the Saginaw VA Center.

Planning and Service Area (counties) Served.

Region 9's PSA includes 5,800 square miles in 12 counties of NE Lower Michigan: Alcona, Alpena, Arenac, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, and Roscommon. Michigan's 2024 Census shows a total population of 10,057,935, with roughly 24.79% or one-fourth of the statewide population (2,492,910) is age 60+. Region 9's total 2024 Census population is 218,610 with 82,535 over age 60 (37.75%) - 13% higher than the State average.

Is there a Federally Recognized Tribe within your PSA? (If yes, list below.)

☐ Yes ☒ No

Please list any accreditations your AAA has received.

1. Region 9 is NCQA accredited (National Committee for Quality Assurance).
2. AAA staff are certified to teach all the EBDP programs with the Special Projects Coordinator also certified "Masters of Balance and Diabetes PATH" that allows her to train new EBDP presenters.
3. All SHIP counselors (30) are certified annually through CMS protocols that allow them to counsel and enroll older adults in their Medicare Medicaid options.

Demographic Data for PSA

Population	Census (most current data available)	AAA Population Served Last Fiscal Year (NAPIS)
Total Population 60+ (%)	37.75	7.28
Race/Ethnicity 60+ (%)		

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a. Black/African American	0.27	0.14
b. Asian	0.30	0.17
c. White	99.07	98.84
d. Hispanic/Latino	0.85	0.40
e. Other	0.36	0.86
Total 60+ Population in Rural areas (%)	37.75	7.33
Total 60+ Population at Poverty Level (%)	10.44	23.51
LGBTQ+ Clients served		24.00
Total 85+ Population (%)	7.48	21.95
Total 60+ Non-English-Speaking Population (%)	2.30	0.00

Did the AAA upload the required supplemental document addressing a contingency plan for lack of funding or in the event of a government shutdown?

☒ Yes ☐ No

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County/Local Unit of Government and Tribal Review
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AIP Distribution -

In order to foster participation in the AIP process, a public input session was planned for 1:00 pm on April 3, 2025, at the Iosco County Commission on Aging, Hale, MI but was cancelled due to a weather event. The Public Hearing and Input Session notice was widely advertised in Tribal Publications - Odawa Trails Newsletter and Tribal Observer; Up North Voice - covering Crawford, Iosco, Ogemaw, Oscoda, Otsego, and Roscommon counties; the AAA's newsletters; Regional Advisory Council members; and Councils/Commissions on Aging.

Notification of the May 19 Public Hearing and AIP was emailed to the chairperson of each County Board of Commissioners and to the three recognized Tribes whose territories also overlap with the Region 9 AAA's PSA - no official Tribes are headquartered within Region 9's PSA. Region 9 AAA has no representatives from these Tribes on its Regional Advisory Council or AAA Board but welcomes their input and/or their future representation to the Region 9 boards. Formal approval of the AIP is requested from each local unit of government and Tribes. Notification is sent by electronic means with delivery and an email response confirmation due no later than June 20, 2024.

Current Collaborations with Tribes -

Region 9 has no tribal headquarters within its PSA. As a result of outreach efforts with the Saginaw Chippewa Indian Tribe, the Region 9 AAA has partnered with the Saganing Tribal Center and the Saginaw Chippewa Tribe-Nimkee Public Health Department to host a "free Caregiver Luncheon" event on Thursday, May 15, 2025, from 11:00 a.m. - 2:30 p.m. that features speakers, area resources and vendors. Region 9 AAA will continue to build on the partnership with the Saginaw Chippewa Indian Tribe for future events, programs, and outreach activities.

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Public Hearings

Date	City	Time	Barrier Free?	No. of Attendees
04/03/2025	Hale, MI	01:00 PM	Yes	0
05/19/2000	Alpena, MI Headquarters	01:00 PM	Yes	0

The Input Session scheduled for April 3, 2025, to be held at the Iosco County Commission on Aging, Hale, MI was cancelled due to a catastrophic ice storm that essentially shut down roads and power/phone/internet services across ten counties of northern Lower Michigan. Governor Gretchen Whitmer made a Public Emergency Declaration that brought in additional work crews to handle downed trees, replace powerlines/poles, clear roads of debris and restore services. Many staff were without power for days/weeks (some services continue to be restored into May) and with all clients contacted for wellness checks with many checks fulfilled by law enforcement. There were staff that delivered food, water, gasoline, LP gas and that opened driveways for clients. All nursing homes and many licensed assisted living facilities in the region were contacted to ensure things were okay during the emergency power outage.

The Region 9 AAA Public Hearing is scheduled for Monday May 19, 2025, at 1:00 pm in conjunction with the Regional Advisory Council to maximize input and representation from across Region 9's PSA. It will be held at NEMCSA Headquarters, 2569 US 23 South, Alpena, MI. The Public Hearing will outline the use of funds and provision of services under the Older Americans Act for fiscal year 2026, and covers the counties of: Alcona, Alpena, Arenac, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, and Roscommon. A virtual option to attend is also made available. Registration can be made by calling Connie at 989-358-4661 or emailing mcquarriec@nemcsa.org.

The Public Hearing Announcement appeared in the following newspaper(s) during the week of April 14-18, 2025: Up North Voice (covering Crawford, Iosco, Ogemaw, Oscoda, Otsego and Roscommon counties); The Alpena News; Cheboygan Tribune; Crawford Avalanche; Iosco County News; Montmorency Tribune; Gaylord Herald Times; Ogemaw County Herald (including the Arenac Independent and Oscoda Herald); and Houghton Lake Resorter; and in Tribal Publications: Sault Tribe Newspaper; Odawa Trails Newsletter; and Tribal Observer.

A summary of the plan will be made available 14 days prior to the public hearing and will be made available upon request by calling 989-358-4661. Written testimony or email will be accepted through June 13, 2025.

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Regional Service Definitions		
Service Name/Definition		
Rationale (Explain why activities cannot be funded under an existing service definition.)		
Service Category	Fund Source	Unit of Service
Access	Title III PartB	Title III PartD
In-Home	Title III PartE	Title VII
Community	State Alternative Care	State Access
Nutrition	State In-home	State Respite
Caregivers of Older Adults	Other	
Older Relative (Kinship) Caregiver		

Minimum Standards

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Access Services

Care Management

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$2,000.00	<u>Total of State Dollars</u>	\$454,843.00

Geographic area to be served

Region 9 AAA

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

*** Maintain a consistent level of Care Management Services.**

Activities: Conduct pre-screenings, client assessments, and develop person-centered care plans for individuals in need of supportive in-home services.

*** Increase awareness of program benefits.**

Activities: Provide education and conduct outreach efforts with local hospitals, nursing homes, and community members.

*** Maintain a staff of well-informed professionals.**

Activities: Provide education opportunities for program staff to enhance their skills and knowledge base of available community resources necessary for the provision of effective care management services.

Information and Assistance

<u>Starting Date</u>	<u>Ending Date</u>
<u>Total of Federal Dollars</u>	<u>Total of State Dollars</u>

Geographic area to be served

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

Transportation

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$1,000.00	<u>Total of State Dollars</u>	\$0.00

Geographic area to be served

Region 9 Area

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

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Care Transition Coordination and Support

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$0.00	<u>Total of State Dollars</u>	\$5,000.00

Geographic area to be served

Region 9 AAA

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

*** Develop and implement a Care Transition Program with discharge planners at medical care institutions to ensure proactive discharge planning/coaching, and to ensure post discharge support is provided to individuals wanting to transition to the home setting of their choice.**

Activities: Recruit and hire a community health worker for the Care Transition Program. Develop processes, policies and procedures to include intake, assessment, service plan development, person-centered planning, services arranging, primary care follow-up, medical transportation coordination, red flag warning education, medication review, and weekly follow-up.

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Direct Service Request

Total of Federal Dollars

Total of State Dollars

Geographic Area Served

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

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.**

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.

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

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Regional Direct Service Request
--

Total of Federal Dollars

Total of State Dollars

Geographic Area Served

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

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).

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Program Development Objectives

Area Agency on Aging Goal

A. Improve access of aging services to older adults in northeast Michigan. (State Plan Goal #2.)

Objective: Continue to Increase awareness of Aging network services throughout the AAA region:

- Increase awareness of aging services throughout Region 9's PSA. - Work to decrease/eliminate implicit bias, racism and lack of cultural sensitivity. - Increase the number of AAA staff, caregivers, subcontractors and providers. - Improve access to translation services and ensure all communications are culturally/linguistically appropriate. - Increase awareness of aging network services throughout the Region 9 AAA PSA. There are no new objectives - Region 9 will continue in FY 2026 with FY 2025 objectives. 2025 Progress: The 2024 Census used for this report pointed out two things: 1) Region 9 AAA's PSA population demographic is largely white (99.07%), and 2) Michigan's 2024 Census shows a total population of 10,057,935, with roughly 24.79% or one-fourth of the statewide population (2,492,910) is age 60+. Region 9's total 2024 Census population is 218,610 with 82,535 over age 60 (37.75%) - This means Region 9's 60+ population is 13% higher than the State average. Region 9 continues to amplify marketing including: press releases, social networking, podcasting, brochures, outreach, and other media to reach its 60+ and hard to reach individuals living throughout Region 9's rural 12 counties. Evaluating its marketing, outreach and new opportunities is ongoing.

State Goal Match:

Narrative

Objectives

1.

Timeline: to

Activities

Expected Outcome

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- B. Reduce the impact of social isolation on older adults, expand access to information, assistance and social outlets, and to improve the lives of aging adults in northeast Michigan. State Goal #1**
- 2026 Objective: 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. *There are no new objectives - Region 9 will continue in FY 2026 with FY 2025 objectives. 2025 Progress: Healthy Living Webinar Series - Creating Healthy Shopping Lists, Nov 14, 2024 - Introduction to Tai Chi, Dec 12, 2024 - Protect Yourself from Scams and Fraud - Home Safety and Radon, Feb 13, 2025 - Hiring In-Home Care, Feb 14, 2025 - Medication Safety, Mar 13, 2025 - Dementia Webinar Series: Communicating Effectively, June 13, 2025 Common Dementia Challenges, Aug 8, 2025 - What is Normal Aging? Apr 10, 2025 Professional Caregiver Support Group - 3rd Tuesday of each month - Setting Healthy Boundaries, Jan 21, 2025 - Understanding Grief and Loss, Feb 18, 2025 - Caregiver Burnout Compassion Fatigue, March 18, 2025 New to Medicare webinars are held on the 2nd Wednesday of each month for anyone needing information about how to sign up for Medicare and information about their Medicare options. -The Region 9 AAA has three intake specialists that have a background in the myriad of services offered not only by the AAA but also housing services through NEMCSA. When calls are received referrals are made as appropriate. - Clients are referred to the Care Management team for queries about the MI Choice Waiver (a Medicaid-based program). Referrals are made for evaluation and assistance in filing an application for services. - Clients that need information about Long-Term Care may be referred to either the Long-Term Care Ombudsman, a SHIP counselor or PCOC counselor.**
- State Goal Match:

Narrative

Objectives

- 1.
- Timeline: to

Activities

Expected Outcome

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- C. Ensure older adults have a robust, well-trained workforce to serve their needs. (State Goal #4)**
2026 Objective: To assist Region 9's aging population to reach optimal health and preserve their independence: Continue to increase the number of qualified, well-trained direct care workers available to serve older adults throughout Region 9. Improve direct care worker skills by providing continuing education opportunities and ensure effective delivery of services and a confident workforce. *There are no new objectives - Region 9 will continue in FY 2026 with FY 2025 objectives. **2025 Progress:** - IT Acceptable Use Policy, January 17, 2025 - Multi-Generational Workforce, January 23, 2025 - Internet Security and You, February 14, 2025 - Person Centered Options Counseling Training, March 24, 2025 - Region 9 AAA offers a minimum of two quality trainings per year for DCWs. - Person-Centered Thinking (PCT) is incorporated into all newly hired Region 9 and COA staff trainings - Region 9 SHIP Counselors attended Person Centered Practices 101, April 30, 2025 - Workplace Safety, Human Trafficking, Active Shooter training is offered annually to all staff

State Goal Match:

Narrative

Objectives

1.
Timeline: to

Activities

Expected Outcome

- D. Ensure access to services and supports in a manner consistent with person-centered practices. (State Goal #3) Strengthen Partnerships:** multi-sector connections, collaboration, and coordination to support older adults. 1. Increase caregiver awareness and utilization of supportive services/resources to prevent caregiver burnout. 2. Maintain service delivery that follows a person-centered philosophy. 3. Support the provision of community-based services with leveraged resources from community partners through county senior millage funds. *There are no new objectives - Region 9 will continue in FY 2026 with no changes to FY 2025 objectives. **2025 Progress:** - SHIP counselors took the webinar "Person-Centered Practices 101" produced by the SHIP TACenter on April 30, 2025, as part of their annual recertification requirements for Medicare counseling. - Person-Centered Options Counseling (PCOC) is a person-centered service approach that works with participants, family members, and caregivers to obtain their input throughout the development of the care plan. - Person-Centered Planning or Person-Centered Thinking training is required for each employee and is part of each employee's orientation process. These two trainings are ongoing for all staff and new hires. - Support for the provision of community-based services with leveraged resources from community partners in the form of county senior millage funds as follows: Outreach \$136,555.32; Transportation \$341,720.90; Information and Assistance \$376,535.39 = Total of \$854,811.61

State Goal Match:

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Objectives

1.
Timeline: to

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Planned Service Array

Category	Services
Provided by Area Agency	Access <ul style="list-style-type: none"> • Care Management • Information and Assistance • Outreach Community <ul style="list-style-type: none"> • Disease Prevention/Health Promotion • Long Term Care Ombudsman Caregivers of Older Adults Services <ul style="list-style-type: none"> • Caregiver Education • Caregiver Training
Contracted by Area Agency	In-Home <ul style="list-style-type: none"> • Homemaking • Medication Management • Personal Care Community <ul style="list-style-type: none"> • Disease Prevention/Health Promotion • Legal Assistance • Prevention of Elder Abuse, Neglect and Exploitation Nutrition Services <ul style="list-style-type: none"> • Congregate Meals • Home Delivered Meals Caregivers of Older Adults Services <ul style="list-style-type: none"> • Respite Care Older Relative (Kinship) Caregiver Services <ul style="list-style-type: none"> • Kinship Caregiver Supplemental Services
Local Millage Funded	In-Home <ul style="list-style-type: none"> • Homemaking • Medication Management • Personal Care Nutrition Services <ul style="list-style-type: none"> • Congregate Meals

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	Nutrition Services <ul style="list-style-type: none">• Home Delivered Meals Caregivers of Older Adults Services <ul style="list-style-type: none">• Adult Day Services *• Respite Care
Participant Private Pay	Caregivers of Older Adults Services <ul style="list-style-type: none">• Adult Day Services *

* Not PSA-wide