

## 2012 Plan Overview

The Area Agency on Aging of Western Michigan, Inc. (AAAWM) was established in April of 1974, one of sixteen regional Area Agencies on Aging Michigan at that time and one of over 600 area agencies in the nation.

AAAWM, also referred to as Region 8, is a planning and coordinating agency for services to adults ages 60 and over, who live in west-central Michigan (Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo, and Osceola) counties. It is also a provider of Medicaid Waiver and related services to adults age 18 and over, from the same geographic area.

Stressing person-centered thinking and self-determination in long term care, with emphasis on persons in the greatest social and economic need, AAWM acts out its purpose by using available resources, funding and coordinating services, advocating on behalf of older adults, and educating communities about aging issues.

This plan is for the third year of a three-year cycle, describing the services, budget and program development objectives to be attempted and accomplished. Services funded are based on need, provider availability and their experience supplying services, approved service definitions and standards.

Having created a network grounded in the Older Americans Act that has provided quality service for over 30 years, we will continue to bring our abilities and experience to communities in West Michigan, involving prevention as well as traditional services to older, frail persons.

AAAWM regularly develops and refreshes programs and services. We educate and train older adults to be strong advocates for themselves and others; as well as making supportive services available when needs arise.

## Program Development

*(In progress as of April 25, 2011)*

**State Plan Goal #1: Work to improve the health and nutrition of older adults.**

*AAAWM Goal #1 Objective: Increased community capacity, throughout Region 8, to provide and benefit from evidence based health promotion (EBHP) actions.*

Activities:

AAAWM will continue to offer, promote, train, and increase the number of evidence based health promotion programs (EBHP) in Region 8.

Our efforts to disseminate the P.A.T.H. (Chronic Disease Self- Management Program), A Matter of Balance (MOB) , EnhanceFitness, and the Arthritis Foundation Exercise Program and Tai Chi continued this year with the addition of two EBHP outlined in the OSA Transmittal Letter #2009-176, Arthritis Foundation Tai Chi Program and Healthy Moves for Aging Well.

Plans to add Healthy Eating for Successful Living in Older Adults, an additional EBHP program targeting older adult nutrition are slated for spring of 2012.

There are plans to imbed our EBHP programs more in the community through the Health Care Systems and Health Clubs such as YMCA's in 2012. Advantage Health Care Physician Network in Kent County is now offering the PATH and our plan is to have them offering the A Matter of Balance Program in two of their physician offices early in 2012. Additional plans are to collaborate with The Ray and Joan Kroc Center, a 20-acre, multi-use, recreation and spiritual center in SE Grand Rapids and Tamarac, The Center for Health and Well-Being, a medical wellness facility located in Newaygo County, to offer move healthy aging to their older adult population are being made.

Membership in Coalitions: AAWM continues to be involved in state-wide PATH meetings, along with Kent County Physical Activity and Nutrition Steering Committee, and Ionia Wellness Committee.

Website and Media Releases: Numerous classes are continuously scheduled throughout west Michigan. Schedules are posted at [www.aaawm.org](http://www.aaawm.org). All programs will have media releases and radio interviews as well as print materials used to encourage participation.

Additionally, AAWM is participating in the state American Reinvestment and Recovery Act (ARRA) grant to disseminate the PATH program in our region

Timeline: Ongoing throughout FY2010-2012

**State Plan Goal #2: Ensure that older adults have a choice in where they live through increased access to information and services.**

*AAAWM Goal #2 Objective: Individuals, and their caregivers, will access a seamless, unduplicated system of services to assist their continuing to live in the community; to delay or prevent institutional placement and/or spending down to qualify for Medicaid assistance.*

Because of continuing reductions in state funding, AAWM will focus on its involvement in Nursing Home Diversion (NHD) efforts to meet this Objective.

Community Living Program: For fiscal year 2012, AAWM will continue to build upon the Community Living Consultation (CLC) developed under the Community Living Program grant. CLC is targeted toward individuals and their families seeking long term care information and services, who are at risk of institutional placement and spend down to Medicaid. The Independent Living Consultant has been trained in T-Care Caregiver risk assessment and utilizes this option as part of an array of interventions and assistance.

AAAWM is focused on the roles of Information and Assistance staff and an Independent Living Consultant to create a seamless, un-duplicative system. Individuals and their caregivers can find the services and assistance they need to remain in the community and delay or prevent institutional placement and spend down to Medicaid.

AAAWM will continue to build upon what it has learned through participation in the Caregiver Resource Network, taking into account caregiver issues and their impact on nursing home placement.

Person Centered Thinking/Self Determination: Self-Determination in Long-Term Care will provide participants the option to direct and control their own services through an individual budget. Participants will be supported to direct the use of the funds comprising their budget to pay for home modifications, non-medical transportation, to hire personal assistants, homemaker and chore service providers, and respite inside and outside of the home that best meet their needs. Currently the Michigan Department of Community Health (MDCH) requires that information on the Self-Determination in Long Term Care program be provided to all participants who enroll or are currently enrolled in the MI Choice Waiver and that this option is made available to all who desire this method of service delivery. The Self Determination model will be explored for persons in Care Management as well as those targeted in the NHD projects.

Agency with Choice is another process within the Self Determination in Long Term Care option of the MI Choice Waiver. With this option, a participant in the waiver serves as a co-employer with a traditional home health agency.

Person Centered Thinking (PCT) training has been conducted with all CM staff as well as Information and Assistance staff and agency management staff. Building on the basic training

and concepts, AAAWM will continue to reinforce the PCT philosophy through ongoing training opportunities in Communications, cultural competency, etc.

Person Centered Thinking (PCT) is central to the process for planning and supporting individuals receiving services. It honors individual choices and preferences while building on individual strengths and capabilities. PCT is about building connections with others and being involved with family, friends and the community.

Individual Care Plans will be designed to help consumers be as independent and self-sufficient as possible while meeting identified care needs. Plans may include informal supports that family and friends provide, and/or services and supports from other government programs. Individuals may choose to have control over authorized funding for a plan, directly choosing and managing the people or agencies providing the services and supports.

Timeline: Ongoing throughout FY 2010-2012

### **State Plan Goal #3: Protect older adults from abuse and exploitation.**

*AAAWM Goal #3 Objective: Legislation resulting from the Governor's Task Force on Elder Abuse will be effectively supported by advocates representing Region Eight.*

#### Activities:

The Area Agency on Aging of Western Michigan (AAAWM) will facilitate a community training and discussion on the identification and reporting of elder abuse (including physical, financial, emotional, and neglect).

Groups to be approached regarding involvement in the effort include the Caregiver Resource Network (CRN), the Grand Rapids Community College Older Learner Center, Older Americans Act Service Providers, Adult Protective Services, Kent County Senior Millage Service Providers, Advocates for Senior Issues and the Kent County TRIAD.

Advisory Council members have identified Elder Justice as a major focus for the group. The Legislative Committee will invite a guest speaker on this subject, and a letter writing campaign in support of elder abuse legislation has already begun. Members are committed to increasing their own knowledge on the many aspects of elder justice, and in raising awareness of the issues in their communities.

Additionally, efforts will be made to promote support for the Elder Justice Act (S. 795/H.R. 2006) that would provide a dedicated funding stream to support nationwide efforts to end elder abuse and neglect.

Legislation proposed during FY 2011-2012 will be the subject of advocacy, especially from AAAWM's Advisory Council members, their networks and the Advocates for Senior Issues organization.

Timeline: Ongoing throughout FY 2010-2012

**State Plan Goal #4: Improve the effectiveness, efficiency and quality of services provided through the Michigan Aging Network and its partners.**

*AAAWM Goal #4 Objective: Consumers will receive excellent service from AAAWM's Intake and Access services staff members.*

Activities:

AAAWM will provide Information and Assistance, using person centered thinking, to:

- Avoid having callers make numerous inquiries about available services
- More efficiently refer clients to Long Term Care counseling options
- Streamline screening of clients for MI Choice Waiver services
- Easily refer callers to Older Americans Act funded services and providers

Timeline: Ongoing throughout FY 2010-2012

**AAAWM Goal #5: Sustained development of the Caregiver Resource Network throughout Region Eight, including improving assessment and services referral processes for caregivers with high stress levels.**

*AAAWM Goal #5 Objective: AAAWM will continue to support the Caregiver Resource Network and work to continue its development throughout Region Eight.*

Activities:

AAAWM will continue to support the CRN and work to continue its development throughout Region Eight.

AAAWM providers in Region Eight are part of Dr. Rhonda Montgomery's (nationally recognized expert in the field of gerontology and caregiving) Tailored Caregiver Assessment and REferral (TCARE<sup>SM</sup>) pilot for improving the caregiver assessment process. Providers have the opportunity to provide updates at CRN bi-monthly meetings.

The following activities will be provided annually:

- Caregiver topic radio shows will be produced by CRN members and available for downloading from the CRN website ([www.caregiverresource.net](http://www.caregiverresource.net)).
- Twelve “Caregiver Corner” articles will be written by CRN members for the “Mature Lifestyles” publication.
- Six bi-monthly CRN meetings will be held. Member organizations attend these meetings to improve their referral processes, updates on subcommittee work are provided, and bi-monthly educational topics are presented.
- A calendar of events for caregivers will be published monthly on the CRN website.
- Annual Caregiver Appreciation/Education event will be held in November
- A CRN Speakers Bureau will be available for community presentations (CRN Members are the speakers)
- [www.caregiverresource.net](http://www.caregiverresource.net) has resources, service information and educational opportunities available on the website.

#### Other Grants and or/ Initiatives

In FY 2010 and FY 2011, AAAWM collaborated with the Alzheimer’s Association – Greater Michigan Chapter and the Grand Rapids VA Outpatient Clinic to participate in the Creating Confident Caregivers. Twenty eight caregivers participated in the four series (5 classes each). Four people went through training in order to teach the classes. Two of the series were for veterans as the caregivers.

In FY 2012, AAAWM plans to fund the Alzheimer’s Association – Greater Michigan Chapter to provide the “Creating Confident Caregivers” classes. It is anticipated that at least 30 caregivers will benefit from the classes. Title IIIIE funds will be used for this service.

Timeline: Ongoing throughout FY 2010-2012

**AAAWM Goal #6: Older adults will be transported efficiently, expeditiously and economically by cooperating service agencies in Kent County.**

*AAAWM Goal #6 Objective: The RideLink service model will continue to improve, with support from AAAWM and other agencies.*

AAAWM will continue to work to strengthen RideLink, collaboration among the Senior Human Service Agencies in Kent County that provide transportation services.

Ride Link is projected to provide in excess of 50,000 rides in 2011. There are an average of 1,775 calls per month for trips.

RideLink partner agencies meet monthly to problem solve and discuss successes.

Agencies advocate for transit friendly legislation with state and federal legislators.

An agency who serves primarily Spanish speaking seniors began providing trips in 2010.

The service is at capacity with the current number of vehicles available to it.

RideLink operates using the following principles:

- Different agency rides will be combined to save money and increase the number of rides available
- Riders will ride with different agencies and different drivers
- The quality of the rides and program will continue to be high
- A centralized reservation system schedules rides at *The Rapid*
- One phone number is used to register and schedule rides
- RideLink design uses the existing number of vehicles, drivers, schedulers, and outreach personnel
- Volunteers will remain critical in providing service
- Operating efficiently will increase funding opportunities in the future, which helps everyone involved

Timeline: RideLink involvement occurs at monthly meetings and in-between as necessary; ongoing throughout FY 2010-2012