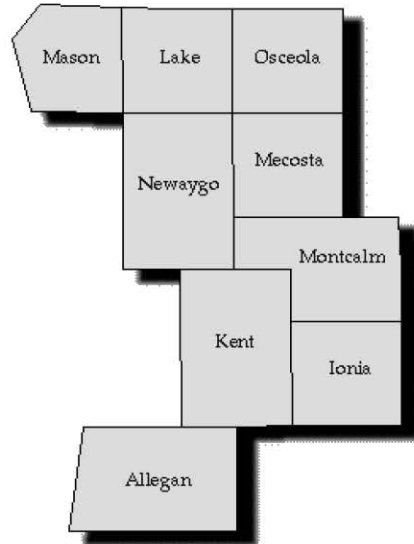


# FY 2024 ANNUAL IMPLEMENTATION PLAN

## AREA AGENCY ON AGING OF WESTERN MICHIGAN, INC. 8



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### Planning and Service Area

Allegan, Ionia, Kent, Lake,  
Mason, Mecosta, Montcalm,  
Newaygo, Osceola

### Area Agency on Aging of Western Michigan, Inc.

3215 Eaglecrest Dr., NE  
Grand Rapids, MI 49525  
616-456-5664 (phone)  
888-456-5664 (toll-free)  
616-456-5692 (fax)

Kendrick Heinlein, President & CEO  
[www.aaawm.org](http://www.aaawm.org)

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### Field Representative Ashley Ellsworth

[ellsworthA2@michigan.gov](mailto:ellsworthA2@michigan.gov)  
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.**

The Planning Service Area (PSA) of the Area Agency on Aging of Western Michigan (AAAWM) (Region 8) is comprised of nine counties: Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo, and Osceola. Our mission is to serve as a resource for seniors, providing a wide range of services to help them stay independent as they age. We understand that the aging process is unique for everyone, and we are committed to offering tailored services to meet their specific needs.

The results of AAWM's FY23's Older American's Act (OAA) Proposal Process saw the addition of new Partners and existing Partners adding new services for AAWM's OAA Partner Network.

The new services are:

Association for the Blind & Visually Impaired (ABVI) – Low Vision Counseling Services

Life Therapeutic Solutions Inc. – Healthy IDEAS

Ludington Mass Transit Authority (LMTA) – Assisted Transportation

Mason County Central Schools – Scottville Senior Center – Grandparents Raising Grandchildren

These services will help AAWM increase service delivery and focus on reducing isolation throughout our service region.

In November 2021, we applied for Long Term Care Supports and Services accreditation for Case Management services and were awarded a three-year accreditation from the National Committee for Quality Assurance (NCQA). This accreditation is a testament to our commitment to providing high-quality

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services that meet rigorous industry standards. We continued to prioritize ongoing quality improvement efforts to ensure we maintain the highest level of service for our clients in FY 24.

In FY23, AAAWM worked closely with our OAA Partners to address the rising costs associated with providing services during the pandemic and inflation. These discussions have led to improved service quality and a better understanding of the costs associated with each service. We will continue to work with our partners to ensure they have the resources they need to provide critical services to seniors. Most of these funding conversations have focused on staffing needs to ensure service delivery is meeting the needs of older adults and their caregivers.

AAAWM has allocated a significant amount of ARPA (American Rescue Plan Act) funding to its Older Americans Act Service Partners for FY2023. The specific amount of funding allocated is \$1,250,000.00. This funding is intended to support the direct service delivery of clients and to promote consistency and stability in staffing.

The primary goal of this funding is to enhance the ability of Older Americans Act Service Partners to meet the needs of clients within AAAWM's service area. This funding will help address the challenges that these partners face, such as staffing shortages and resource limitations.

By investing in staffing stability and consistent service delivery, the AAAWM hopes to improve the quality of care provided to older Americans within its service area. This funding will also help ensure that Older Americans Act Service Partners can continue to provide essential services to those in need.

Overall, the allocation of this ARPA funding to Older Americans Act Service Partners is an important step towards addressing the needs of older Americans in Western Michigan. It is a significant investment in the well-being of this vulnerable population and reflects the AAAWM's commitment to providing high-quality care and support to those in need.

As we look forward to FY24, the AAAWM's allocation of ARPA funding to its Older Americans Act Service Partners will mirror what took place in FY23. AAAWM will continue to invest in staffing stability and consistent service delivery to improve the quality of care provided to older Americans in Western Michigan. AAAWM anticipates that there will be more one-time funding used from the ARPA allocations in FY24.

AAAWM is monitoring its funding allocations for FY23 and FY24 to help minimize the funding cliff that will take place when the ARPA funding is eliminated at the end of FY24. We are speaking with our OAA Service Partners on the importance of diversifying funding and seeking out long-term funding opportunities. We hope to use carryover dollars from regular OAA funding to lessen the impact of the loss of ARPA funding in FY25 and FY26.

The Area Agency on Aging of Western Michigan has been, and will continue to be, a leader in Advocacy amidst the other Area Agencies on Aging in Michigan. In FY23 the focus of advocacy was to meet one-on-one with all of the legislators in our footprint with the intention of educating them on all our agency has to offer, as well as on our advocacy priorities which include:

Increasing the Direct Care Worker wage by a permanent \$4.00 an hour  
Strengthening the MI Choice program

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Increasing Older Americans Act funding to address unmet needs and improve program offerings  
Expanding Broadband Access

Looking into FY24, our advocacy will continue to be focused on the above priorities but we feel hopeful that with our efforts to get to know our legislators, we have reinforced Region 8's political clout and therefore AAAWM will be able to advance our priorities.

AAAWM Advocacy Staff continues to work with the Advisory Council of the AAAWM to prioritize advocacy efforts.

AAAWM is proud to partner with the "Advocates for Senior Issues" (AFSI) to provide opportunities for older adults in and around Kent County to meet their legislators and ask questions pertaining to issues that affect older adults. This group meets 9 times per year and has nearly 300 members. AAAWM Advocacy Staff and the Executive Committee of AFSI remain committed to helping older adults stay in conversation with their legislators, further helping to advance our advocacy priorities.

AAAWM recognizes the importance of bridging the technological gap for older adults. We continue to offer training and provide hardware to help seniors access critical services and stay connected with their loved ones. AAAWM hosted technology trainings throughout our service region aimed at helping promote technology education and understanding.

In FY23, AAAWM took steps to address areas of need within our organization. This included a wage study review, employee evaluation updates, updating hiring practices, a cross training initiative, department meetings, and intentional marketing and outreach strategies.

In FY24, AAAWM expects to encounter a multitude of obstacles that could pose a significant threat to our mission of providing quality services to older adults in the community. The challenges are multifaceted, with each requiring a different approach to overcome it effectively.

First and foremost, AAAWM must adapt to the changing demographics of the aging population. With the aging baby boomer generation, there will be an increased demand for services, and the organization must ensure that it is equipped to meet those needs. AAAWM must focus on increasing access to technology for older adults given the growing trend of digitalization. Technology can help enhance communication, reduce social isolation, and improve health outcomes. However, many older adults lack the skills and resources necessary to use technology effectively, and AAAWM must take steps to bridge this digital divide.

Another significant challenge that AAAWM will face is addressing Direct Care Worker (DCW) pay and education. DCWs play a critical role in providing in-home and community-based services to older adults. However, the current compensation and training for these workers often falls short of the standards required to retain quality personnel, resulting in high turnover rates.

AAAWM must plan for the loss of American Rescue Plan Act (ARPA) funding, which has been instrumental in supporting the organization's pandemic response efforts. It is crucial to maintain the level of services provided to older adults while also planning for a future where ARPA funding is no longer available.

AAAWM must provide services while facing increased inflation which can impact the cost of goods and

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services. AAAWM will need to find ways to navigate this challenge while also ensuring that quality services remain accessible and affordable to older adults in the community.

Overall, AAAWM's ability to address these challenges will be critical to our success in the upcoming fiscal year. By adopting proactive and innovative solutions, the organization can continue to provide essential services to older adults while ensuring that their needs are met in a changing world.

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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.

A letter was sent through the US mail with delivery and signature confirmation to the chief elected official of each of the Area Agency on Aging of Western Michigan's 9 counties with request to approve the plan no later than July 20, 2023. An opportunity to download a copy of the AIP was offered along with the information to attend the public hearing. Printed copies of the Plan along with presentations were offered throughout AAAWM's nine county region.

A letter was sent through the US mail with deliver and signature confirmation to the Chair of the Tribe along with an invitation to meet with AAAWM about The Plan and requesting comments, feedback or concerns.



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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

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**Regional Service Definitions**

If the AAA is proposing to fund a new (not previously approved in this multi-year planning cycle) service category that is not included in the Operating Standards for Service Programs, then information about the proposed service category must be included in this section.

**Instructions**

Enter the new regional service name, identify the service category, and fund source, include unit of service, minimum standards and why activities cannot be funded under an existing service definition.

**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	Title III PartE	
In-Home	Title VII	State Alternative Care	State Access	
Community	State In-home	State Respite		
	Other _____			

**Minimum Standards**

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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 Management**

Starting Date                      10/01/2024                      Ending Date                      09/30/2025

Total of Federal Dollars    Total of State Dollars

Geographic area to be served

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

Goal: To provide support to the frail, elderly, and those with disabilities, to prevent or delay institutional placement.

Timeline: Ongoing

Expected Outcome: Serve Care Management (CM) clients and provide Option Counseling through the Community Living Supports Program.

Goal: To provide a level of care in concert with the MI Choice Waiver program that results in a continuum of long-term care services.

Timeline: Ongoing

Expected Outcome: Allow for easy access to levels of care as people age in place in the community, maximizing federal, state, and local resources.

Goal: Advocate for growth of the MI Choice Waiver Program to ease demand on Care Management and other state and federally funded services.

Timeline: Ongoing

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Expected Outcome: Assure Medicaid and long-term care eligible individuals are served in the most appropriate program, resulting in a decreasing number of CM clients waiting for Waiver services.

Number of client pre-screenings:	Current Year:	90	Planned Next Year:	90
Number of initial client assessments:	Current Year:	50	Planned Next Year:	50
Number of initial client care plans:	Current Year:	50	Planned Next Year:	50
Total number of clients (carry over plus new):	Current Year:	321	Planned Next Year:	300
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:45	Planned Next Year:	1:45

**Information and Assistance**

<u>Starting Date</u>	10/01/2024	<u>Ending Date</u>	09/30/2025
Total of Federal Dollars		Total of State Dollars	
Geographic area to be served			

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

Goal: Provide information, assistance, and support to family caregivers.

Timeline: Ongoing

Expected Outcome: Assure older adults and family members have information necessary to make informed choices reflected in the enrollment of CM programs.

**Options Counseling**

<u>Starting Date</u>	10/01/2024	<u>Ending Date</u>	09/30/2025
Total of Federal Dollars		Total of State Dollars	
Geographic area to be served			

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

Goal: Assure the high quality services through continual quality improvement activities.

Timeline: Ongoing

Expected Outcome: Achieve 95% or above overall compliance rate on program assessments.

Goal: Provide consumers with choice through a broadly based purchase of service provider pool.

Timeline: Ongoing

Expected Outcome: Consumers will receive services in a timely manner and person-centered care plans will be honored.

Goal: Transition CM Clients to the MI Choice Waiver program as needs or eligibility change.

Timeline: Ongoing

Expected Outcome: Assure seamless transition to address changing client needs as people age in place in the community.

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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.

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.

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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**

This section applies only if the AAA is submitting a new request to provide a regional service directly that was not previously approved in the multi-year planning cycle.

It is expected that regionally defined services, as identified in the category above, will be provided under contract with community-based service providers, but when appropriate, a regional service provision request may be approved by the CSA to be provided directly. The basis for requesting direct provision of a regional direct service by the AAA would be if, in the judgment of ACLS Bureau:

- A.) Provision is necessary to assure 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**

AAAs that have a new request to provide a regional service directly must complete this tab for each service category. Enter the regional service name in the box and click "Add." The regional service name will appear in the dialog box on the left after the screen refreshes. Select the link for the newly added regional direct service and enter the information requested pertaining to basis, justification, and public hearing discussion for any new regional direct service request for FY 2024. Also specify in the appropriate text box for each service category the planned goals and activities that will be undertaken to provide the service.

Regional Direct Service Budget details for FY 2024 are to be included under the appropriate 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 in the Area Plan Grant Budget, Support Services Detail page.

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.



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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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**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. Increase services provided to black, indigenous and people of color (BIPOC) and the (LGBTQ+) communities**

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Objectives

1. To increase services provided to black, indigenous, and people of color as well as the LGBTQ+ communities in all of our 9 counties.

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

Progress

In order to continue to increase services provided to BIPOC and LGBTQ+ seniors in Region 8, the Area Agency on Aging of Western Michigan (AAAWM) has and will continue to collaborate with community partners, partnering with community organizations that serve BIPOC and LGBTQ+ seniors to build trust, develop culturally sensitive programming, and ensure that services are accessible. AAWM will continue to strive to hire diverse staff that reflect the diversity of the communities that are served. Recently improvements were made to the hiring process such as posting job openings in community newsletters and websites that are sent out to diverse groups of individuals. The Area Agency on Aging of Western Michigan will continue to provide training to staff and volunteers on cultural competency, including understanding different cultural norms, beliefs and values. This will help ensure that services are culturally sensitive and welcoming to all. An important part of this work is measuring progress. We measure progress by tracking the number of BIPOC and LGBTQ+ seniors served, and the types of services provided. We also collect feedback from clients to access satisfaction with the services provided and identify areas for improvement. In FY24, AAWM will engage in ongoing outreach to BIPOC and LGBTQ+ seniors through community events, social media, and other face to face outreach. This will also increase awareness of the services available and encourage seniors to access them.

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

Objectives

1. To create an agency culture of inclusivity and welcome for all people.

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

Progress

The Area Agency on Aging of Western Michigan (AAAWM) is committed to educating our staff, providers, and caregivers on implicit bias, cultural competencies, and root causes of racism. When individuals begin employment at AAWM, they are required to take an asynchronous course provided by MiGen (Michigan LGBTQ+ Elders Network). This course topic is titled, "Introduction: Serving LGBT Older Adults". This course covers using inclusive language and walks through how to engage with older adults in the LGBT+ community. AAWM staff are also required to take 2 virtual courses annually addressing these topics. Those courses are titled "Recognizing and overcoming unconscious bias for employees and supervisors in the healthcare industry" and "Diversity for all employees for healthcare". Employee courses are tracked by Human Resources and we have access to that data via our training platform, Relias. MiGen has their own tracking system of individuals who take that course, and Human Resources has access to that information when needed.

AAAWM offers trainings for our partner agencies (providers) throughout the year and includes topics on implicit bias, cultural competencies, etc. For example, over the past 16 months we have had training topics on the power of pronouns, implicit bias in the hiring process, and a panel discussion on how implicit bias in

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helping professions impacts health disparities and overall well-being in the BIPOC community. AAAMW will continue to offer different trainings and workshops throughout the year to staff and partners. These trainings are tracked by a registration process and each workshop or training keeps track of attendance. AAAMW has offered workshop topics through Family Caregiver University and the Caregiver Resource Network that fall within the categories of implicit bias and cultural competencies. Attendance is tracked through a registration process for these events.

**C. Increase availability of linguistic translation services and communications based on the cultural needs in the region in which we serve.**

Objectives

1. To Increase availability of linguistic translation services and communications based on the cultural needs in all of our nine counties.

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

Progress

West Michigan is home to a diverse population, with many individuals who speak languages other than English as their primary language. These individuals often face barriers to accessing important services and resources due to their limited English proficiency. We've recently taken intentional efforts to address this issue by planned translations of our key materials and attending diverse cultural events in our region. Translation of our educational materials has helped us to reach the Spanish, Vietnamese, and Arabic communities. According to the State of Michigan's Language Access Task Force document of Municipality Languages Spoken from 2020, Spanish is the primary spoken language, followed by Arabic in Kent County, our most populous county in the region with the highest number of clients. In community conversations our Diversity, Equity and Inclusion Advisor, Sabrina Minarik, has identified Vietnamese as another language that has been brought to our attention repeatedly. Outside of Kent County, the rural counties we serve, though not as populous, still have a need for translated materials which has proven more challenging to access. Currently, on staff, we have individuals who speak Spanish and Vietnamese and would be able to help translate specific phone calls due to these outreach efforts. Within our in-house programs, MI Choice Waiver and Care Management specifically, we use Voices for Health and Liaison Linguistics for client/provider interpretation services. These on demand, paid by the minute contracted services include telephonic and video sessions. These services are used for the purposes of screening, assessments, determining level of care, and execution of care plan.

Several of our partner organizations that receive Older Americans Act and Kent County Senior Millage funding also offer bilingual staff that serve these communities directly through current programming (Senior Neighbors, Kent County Community Action, Cherry Health, and Exalta Health, specifically). In addition, our agency is involved in the Kent County Refugee and New American Welcome Plan and works with the Hispanic Center of West Michigan for translation needs. These efforts will help us to meet the needs of older adults in our region for the coming fiscal year.

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**2024 Program Development Objectives**

**FY 2024 AIP PROGRAM DEVELOPMENT OBJECTIVES**

Please provide information for any new program development goals and objectives that are proposed by the AAA during FY 2024.

**Instructions**

The AAA must enter each new program development goal in the appropriate text box. It is acceptable, though not required, if some of the AAA's program development goals correspond to ACLS Bureau's State Plan Goals. 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. Complete the information in the text boxes for the timeline, planned activities and expected outcomes for each objective (see Document Library for additional instructions on completing the Program Development section).

**Area Agency on Aging Goal**

**A.**

State Goal Match:

Narrative

Objectives

1.

Timeline:                      to

Activities

Expected Outcome

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**Supplemental Documents**

**Document A: Policy Board Membership (Required).**

**Document B: Advisory Council Membership (Required).**

**SUPPLEMENTAL DOCUMENTS FOR SPECIAL APPROVAL**

Select the supplemental document(s) from the list below only if applicable to the AAA's FY 2024 AIP.

Provide all requested information for each selected document. Note that older versions of these documents will not be accepted and should not be uploaded as separate documents.

**Document C: Proposal Selection Criteria - should only be completed if there are new or changed criteria for selecting providers (only if applicable).**

**Document D: Cash-In-Lieu-Of-Commodity Agreement (only if applicable).**

**Document E: Waiver of Minimum Percentage of a Priority Service Category (only if applicable).**

**Document F: Request to Transfer Funds (only if applicable).**

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**SUPPLEMENTAL DOCUMENT A**  
**Board of Directors Membership**

	Asian/Pacific Islander	African American	Native American/ Alaskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	1	0	0	0	9	20
Aged 60 and Over	0	0	0	0	0	9	20

Board Member Name	Geographic Area	Affiliation	Membership Status
Stuart Peet	Allegan County		Community Representative
Mark DeYoung	Allegan County		Elected Official
Lisa Knight	Grand Rapids, City of		Elected Official
Jane Devries	Grand Rapids, City of		Community Representative
Edna Albert	Ionia County		Community Representative
Larry Tiejema	Ionia County		Community Representative
Carol Hennessey	Kent County		Elected Official
Nancy Nielsen	Kent County		Community Representative
Marilyn Burns	Lake County		Community Representative
Kristine Raymond	Lake County		Elected Official
Ron Bacon	Mason County		Elected Official
Dr. Kim Halladay	Mason County		Community Representative
Sharon Bongard	Mecosta County		Community Representative
Bill Routley	Mecosta County		Elected Official
Ron Baker	Montcalm County		Elected Official
Chuck Hazecamp	Montcalm County		Community Representative
Kenneth DeLaat	Newaygo County		Elected Official



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Richard Fitzpatrick	Newaygo County		Community Representative
Timothy Mitchell	Osceola County		Elected Official
Dawn Montegue	Osceola County		Community Representative

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**SUPPLEMENTAL DOCUMENT B**  
**Advisory Board Membership**

	Asian/ Pacific Islander	African American	Native American/ Alaskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	1	0	0	2	11	15
Aged 60 and Over	0	0	0	0	2	11	15

Board Member Name	Geographic Area	Affiliation
Jo VerBeek	Allegan County	Consumer
Norma Kilpatrick	Ionia County	Consumer
Priscilla Kimboko Ph.D	Grand Rapids Township	Consumer
Melanie Grooters	Kent County, Walker	Consumer
Bob Dunlap	Kent County, Kentwood	Consumer
Monica Sparks	Kent County, Wyoming	Elected Official
Martha Burkett	Kent County Veterans Serv	Consumer
James Thomas	Mason County	Consumer
Mary Bechaz	Mecosta County	Consumer
Jerrilynn Strong	Mecosta County	Elected Official
Tim Reno	Montcalm County	Consumer
Ben Witbrodt	Montcalm County	Consumer
Helen Taube	Newaygo County	Consumer
Barb Hazlett	Osceola County	Consumer
Mary Lou Proefrock	Osceola County	Consumer