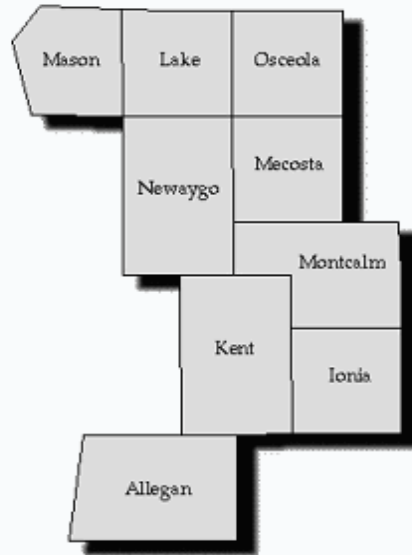


2017—2019 Multi Year Plan

**FY 2018 ANNUAL IMPLEMENTATION PLAN****AREA AGENCY ON AGING OF WESTERN MICHIGAN, INC. 8****Planning and Service Area**

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

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

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**Approved Multi-Year Plan Highlights**

**1. A brief history of the area agency and respective PSA that provides a context for the MYP. It is appropriate to include the area agency's vision and/or mission statements in this section.**

The Area Agency on Aging of Western Michigan, Inc. (AAAWM) was established in April of 1974, one of thirteen regional Area Agencies on Aging in Michigan at that time and one of over 600 area agencies in the nation. This MYP is for fiscal years 2017-2019, describing the services, budget and program development objectives to be attempted and accomplished.

AAAWM is the 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. AAWM is also a provider of the Medicaid Waiver Program (MI Choice) and related services to adults with disabilities age 18 and over, from the same geographic area. The AAWM strategic planning process is guided by a long-range perspective of how age based services have evolved over time and their need to be consciously re-engineered to address the changing environment of aging.

In an effort to achieve increased efficiency in service delivery, the leadership team at AAWM continuously seeks to attract and nurture high-performing service providers through a rigorous Request for Proposal (RFP) selection process, performance based contracting and continuous quality monitoring. Efforts are also made to increase the number and variety of community based partnerships while working to identify and reduce redundancies. AAWM stresses person-centered thinking and self-determination in long term care, with emphasis placed on persons in the greatest social and economic need. Further, AAWM acts out its purpose by using available resources and funding, coordinating services and educating communities in the Region about aging issues.

A fundamental responsibility of AAWM is advocacy on behalf of older adults. In coordination with other stakeholders, AAWM helps ensure that lawmakers and their staffs are aware of the needs of older adults, the benefits of community-based services, and the significant taxpayer financial burden caused by failing to address basic needs of seniors in the region. AAWM regularly develops new and refreshes existing programs and services. In addition, it educates and trains older adults to be strong advocates for themselves and others; while making supportive services available when needs arise. AAWM assists aging network service providers in transforming funding they receive from the Older Americans Act (OAA) and Medicaid sources into flexible, consumer-directed service dollars that support individuals living at home and in community-based settings of their choice. OAA funding has remained static and the coming of age of the baby boomer cohort far exceeds the rate of increase in available funding.

AAAWM is in the long-range process of developing non-formula resources that support implementation of the Multi-Year Implementation Plan (MYP). The strategy includes strong support of senior millage campaigns in all nine (9) counties in Region Eight, serving as the administrator of the Kent County Senior Millage and supporting service providers in preparing grant applications to local and national foundations for programs and services that support the goals of the multi-year plan. Because AAWM recognizes that older adults remain active and derive a sense of worth by contributing to their communities through volunteerism, service providers are encouraged to recruit and effectively utilize volunteers in their programming and services. Services funded are based on need, provider availability, and their experience providing services and approved service definitions and standards.

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Having created an aging network grounded in the Older Americans Act that has provided quality service for more than 40 years, AAAMW will continue to bring its abilities and experience to communities in West Michigan, involving prevention and innovative and traditional services to older, frail persons. At the same time that AAAMW is emphasizing service innovations, it will also continue to provide congregate meals, senior center services and programming, transportation for medical and other purposes and care management services for participants with varying levels of need. Additionally, AAAMW delivers support and education for caregivers and a range of services and programs that enable older adults to live independently to the extent that they are able and choose to do so.

As referenced above, AAAMW acts as the administrator of the Kent County Senior Millage (KCSM), in that role, the agency facilitates a request for proposal (RFP) process much like the one utilized for OAA funding. The KCSM proposal review allocation committee is comprised of County Commissioners, citizens from the community and an Assistant County Administrator. Nearly \$10 million dollars is awarded to aging service providers in Kent County to provide a wide range of services. The KCSM provides funding for services and programming only, no brick and mortar. Additionally, a modicum of funding from the KCSM is used to provide training opportunities for providers in the KCSM network; examples include training on Unintentional Bias, Disability Decorum and Recognizing & Managing Potential Harmful Situations: Staying Safe. The trainings are attended by a wide variety of staff from provider agencies.

AAAMW lives out its mission of "providing older persons and persons with a disability an array of services designed to promote independence and dignity in their homes and their communities," by making efforts to ensure that programs are designed, located and offered in a manner responsive to all older adults and persons with disabilities in the Region.

**2. A summary of the area agency's service population evaluation from the Scope of Services section.**

The Public Service Area (PSA) of the Area Agency on Aging of Western Michigan (Region Eight) consists of the following nine counties: Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo and Osceola. According to the 2014 American Community Survey, 197,782 adults aged 60+ reside in the Region, representing 19.4% of the total PSA population. More than 54% of the population live in the rural counties of Region Eight.

**3. A summary of services to be provided under the plan which includes identification of the five service categories receiving the most funds and the five service categories with the greatest number of anticipated participants.**

AAAMW has focused its efforts on introducing new thinking and approaches to service offerings that provide added service value and quality for older adults in our region as well as on more effective (and optimally cost effective) service delivery within AAAMW and the aging services network. The number of older adults in our region has increased by 27% and will continue to grow exponentially as the "baby boomer" generation continues to transition to retirement age. The changing face of Region Eight brings promise as well as challenges. Aging in one's home and community is an aspiration, but could be difficult in rural areas due to limited access to health and human services. AAAMW will strive to engage its community, provide leadership in advocacy and education and challenge community partners and itself to think and act creatively in these unique times. The five service categories receiving the most funds are: 1) Home Delivered Meals, 2) Congregate Meals, 3) Homemaker, 4) Adult Day Services and 5) Respite. These service categories mirror those of the FY 2016 Annual Implementation Plan and have been confirmed by AAAMW through the planning process, including the aforementioned Needs

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Assessment analysis and input from the public hearings.

The five service categories with the greatest number of anticipated participants are: 1), Information and Assistance, 2) Home Delivered Meals, 3) Congregate Meals, 4) Long Term Care Ombudsman, and 5) Homemaker, which are again confirmed as detailed above.

**4. Highlights of planned Program Development Objectives.**

Below are excerpts of some of the planned Program Development Objectives that are fully detailed later in the MYP.

\* Increase community capacity, throughout Region Eight to provide and benefit from evidence based health promotion (EBHP) programs.

AAAWM will continue to offer, promote, train, and increase the number of evidence based health promotion (EBHP) programs in Region Eight. Our efforts to disseminate the Personal Action Toward Health (PATH), a Chronic Disease Self-Management Program, Diabetes PATH, (DPATH), A Matter of Balance (MOB), EnhanceFitness, and the Arthritis Foundation's Tai Chi, Walk with Ease, Aquatic and Land Exercise Programs have resulted in older adults in Region Eight being offered the opportunity to participate in programs intended to help them maintain and improve their health as they age. Healthy Aging programs are offered to the general public as well as to targeted populations including older adult refugees, older adults in rural communities and minority seniors.

\* Older adults in Kent County will experience an improvement in their dentition and overall health.

AAAWM recognizes that dental care is a key indicator of health and thus key to healthy aging and with that in mind, began a dental program for older adults in Kent County that has continued. "Senior Dental Day" is now an annual collaborative project with the Grand Rapids Community College Dental Hygienist program and area volunteer dentists, hygienists, and dental assistants. Older adults in Kent County, who are prescreened and referred by outreach and assistance staff from local human service agencies and MI Choice Care Managers, are able to receive teeth cleanings and minor dental work at no cost. In addition, seniors are provided with referrals to participating dentists for additional dental work if needed (at no cost or low cost). AAWM recognizes that dental care is an important component of healthy aging that affects the ability to chew and eat nutritious foods as well as causing social isolation.

\* Individuals will be offered the opportunity to choose from a wide array of long term supports and services to be provided in the setting of their choice.

The Nursing Facility Transition Program continues to help those currently living in a nursing facility return to their own home in the community. In FY 2015, the Care Management Department served 2,845 clients, 1,141 MI Choice Waiver clients, 111 clients who were successfully transitioned from a nursing home and 194 Community Living Program clients. The MI Choice program continued to provide in-home services to older adults and individuals with disabilities who are eligible for nursing home care. The Self-Determination service delivery model was used by many MI Choice clients. Agency with Choice is an option that allows a participant in the waiver to serve as a co-employer with a traditional home health agency, offering clients more flexibility and control in directing personal assistance services at home.

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- \* Sustained development of the Caregiver Resource Network (CRN) throughout Region Eight, including improving support, assessment and service referral processes for caregivers.

AAAWM and the members of the Caregiver Resource Network recognize the value of caregivers in the Region and understand the contribution they make toward keeping older adults living in the community and in their own homes. Caregiving can be very challenging, so AAWM endeavors to provide support, assistance, education and relief to caregivers throughout the Region.

- \* Protect older adults from abuse and exploitation.

Elder abuse refers to intentional or neglectful acts by a caregiver or “trusted” individual that lead to, or may lead to, harm of a vulnerable elder. According to the Federal Trade Commission, nearly 25 million Americans are victims of consumer fraud each year. Older Adults continue to be a rapidly increasing segment of the population and are a prime target for con artists and thieves. Financial abuse is common; elder financial abuse is regarded as the third most commonly substantiated type of elder abuse, following neglect and emotional/psychological abuse. While underreported, the annual financial loss by victims of elder financial abuse is estimated to be at least \$2.6 billion dollars. Technology is a wonderful boon, however, it brings certain liabilities. Studies have shown that seniors are more at risk to be targeted by telemarketing scams than other age groups and fraudulent telemarketers direct anywhere from 56-80 percent of their calls at older Americans (AARP). Providers of services to older adults, financial/investment agents, and community members in Region Eight will have a better understanding of what comprises elder abuse, its prevention, detection, and associated penalties. AAWM staff and members of the Elder Abuse Coalition will provide elder abuse trainings/workshops throughout the Region.

- \* Improve the effectiveness, efficiency, and quality of services provided through the Michigan Aging Network and its partners.

Contract Coordinators work closely with service providers to ensure that a wide array of programming and services are available to meet the needs of older adults of any age or any stage of aging. They advocate for their providers success in reaching the most vulnerable older adults and provide them with technical assistance that helps ensure that programs and services offered are innovative and constantly evaluated for efficacy, quality and efficiency.

- \* Provide services that are culturally sensitive to Lesbian, Gay, Bisexual and Transgender (LGBT) seniors.

Knowledge of a client's sexual orientation in a health or social services setting is crucial to provide appropriate, sensitive care in order for LGBT older adults to experience successful aging. Service providers must increase their competency and awareness of the challenges and needs of this segment of the population as they age.

- \* AAWM will pilot the creation of a Dementia Friendly Community in which persons with dementia and their families experience acceptance, dignity and understanding in their community.

A goal of the Dementia Friendly Grand Rapids (DFGR) project is to raise awareness of and transform attitudes about dementia. It is projected to be the first Dementia Friendly community in Michigan. When more people know that dementia is a disease that affects the brain, they will be more understanding, tolerant and inclusive of those who show signs of the disease.



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**5. A description of planned special projects and partnerships.**

For 2017 and beyond, there are plans to further embed our EBHP programs in the community through the many Health Care Systems and Health Clubs such as YMCA's. Advantage Health Care Physician Network in Kent County currently offers the PATH program and our plan is to have them offering the A Matter of Balance Program (MOB) in two of their physician offices early in 2016, continuing into 2017 and beyond. AAAWM has Memoranda of Understanding (MOU) with Mercy Health Community Health Partners, the Nottawaseppi Huron Band of Potawatomi (NHBP) and Spectrum Health United Lifestyles for Diabetes PATH and MOB to conduct classes. Additionally, AAAWM has an MOU with Grand Valley Medical Specialists for Diabetes PATH classes.

In summer 2016, the Healthy Aging Coordinator at AAAWM began working with American Speciality Health through their Silver and Fit program, on a project which will cover the cost of EnhanceFitness, Matter of Balance and Tai-Chi for members aged 60+, of Priority Health. Priority Health will cover the costs of 12 visits per month per member for the classes, which are held at AAAWM in the Wellness Room.

In fall of 2016, the Healthy Aging Coordinator is speaking on the topic of A Matter of Balance at a statewide MDHHS conference for the Trauma Section of the EMS and Trauma Division of Michigan for all Trauma Center personnel. The presentation will cover the success of the program in Michigan, and how it can help address the problem of falls in the increasing older population.

In 2017-2019, AAAWM will continue plans begun in early 2016 to create a "Dementia Friendly Grand Rapids." It is the first dementia-friendly community in Michigan. A steering committee comprised of professionals and dementia experts in West Michigan developed a strategic plan on how to make Grand Rapids Dementia Friendly. Trainings, educational sessions and community awareness efforts have occurred and the momentum generated will enable the agency to move forward in a way that is purposeful and sustained.

Other plans for the future are to continue efforts to better connect with the Lesbian, Gay, Bisexual and Transgendered (LGBT) population who are often isolated as well as to raise awareness with the aging network, the needs of this segment of the population. Healthy Aging programming is also being targeted toward the LGBT population. In addition, AAAWM will continue the outreach of the Kent County Elder Abuse Prevention Coalition to address issues of elder abuse and exploitation; speakers for this organization are available to speak throughout Region Eight.

The City of Grand Rapids is pursuing the Age Friendly Community designation from the World Health Organization (WHO), which is being coordinated by AARP in the United States. AAAWM has partnered with the City on the effort by being involved in the many Listening Tours required by the process. AAAWM staff attends and helps facilitate the tours in conjunction with staff from the City's Planning Department. Achieving the designation will take 2-3 years to complete and AAAWM will be involved in various components throughout the process. The Age Friendly Community designation will help make Grand Rapids become a great place for all ages by adopting such features as safe, walkable streets; better housing and transportation options; access to key services; and opportunities for residents to participate in community activities.

Over the next 15 months, AAAWM is participating in a project known as MiCAPABLE, Community Aging in Place, Advancing Better Living for Elders in the Michigan Medicaid MI Choice Waiver. It is an evidence-based care program designed by Dr. Sarah Szanton at Johns Hopkins School of Nursing. AAAWM staff is working with Grand Valley State University (GVSU) under a grant they received from the Hillman Foundation. The program is

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designed to improve or maintain function so that MI Choice participants can remain living in the community where they most desire to be.

Disability can lead to falls, poorer quality of life and nursing home placement. Low income older adults have higher rates of disability, pain, depression and deteriorating housing. These issues are more prevalent in Medicaid eligible older adults.

The guiding frameworks of this program include:

Disablement Process:

Both individual and environmental factors influence disability

Increasing the “person-environment-fit” are most potent

LifeSpan Theory of Control

Chronic conditions that progress to disability lead to poorer health and loss of control

MiCAPABLE intervenes to:

Increase control such as problem solving, reframing

Decrease factors that undermine control such as pain and depression

Modify environment to increase physical control

Szanton-Gill resilience model

Intervening on more than one level (physiologic, individual, environmental, community) leads to more lasting effects on individual resilience to stressors and impact of disability.

The program consists of six (6) Occupational Therapy (OT) visits and four (4) Registered Nurse (RN) visits that address client identified functional and home safety issues.

The RNs assess pain, mood, strength/balance, medication management, risk of falls and incontinence. The participant chooses the areas they want to work on and the RN presents them with strategies to self-manage areas at home.

The OT observes and assesses functional mobility, performance of Activities of Daily Living – bathing, dressing, eating, walking etc. The participant chooses the areas they want to work on. The OT presents strategies to self-manage areas at home and makes recommendations for equipment and home modifications to increase function.

Licensed Social Workers may also be called in to work with participants to address issues related to mood or depression as identified by the RN.

**6. A description of specific management initiatives the area agency plans to undertake to achieve increased efficiency in service delivery, including any relevant certifications or accreditations the area agency has received or is pursuing.**

AAAWM plans to intensify efforts to ensure that the needs discovered in a recent Community Needs Survey are being met or addressed in ways that maximize efficiency, by working with providers to ensure that services do not overlap and that where joint purchasing or operating agreements make sense, they are actively pursued. In



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addition, AAAWM will endeavor to reduce waste primarily by reducing or virtually eliminating paper-based enrollment processes, which can require reams of cumbersome forms that create time-consuming delays and allow errors to be inadvertently introduced into the system; AAAWM scans thousands of documents into its systems each year.

In 2015, AAAWM was awarded a three year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) and will build upon lessons learned in the process to hone and improve upon services provided. Ongoing inter-departmental processes are in place to ensure compliance with new CARF standards as they are published.

**7. A description of how the area agency's strategy for developing non-formula resources (including utilization of volunteers) will support implementation of the MYP and help address the increased service demand.**

Volunteers with the AAAWM are talented and experienced adults looking for meaningful ways to give back to their community. They come from all backgrounds and have in common a passion for the areas in which they serve and a strong desire to help others. Opportunities through AAAWM focus on civic engagement activities that educate and empower older adults to maintain independent healthy lifestyles. The AAAWM strategy for developing non-formula resources includes utilization of volunteers which will support implementation of the MYP by reducing the amount of operating funds necessary to run programs and services. Specifically, AAAWM uses volunteers in the Disease Prevention/Health Promotion programs to disseminate the evidence-based programs throughout the Region, to accomplish goals and outcomes identified by the Caregiver Resource Network Steering Committee, and to advocate for legislation and funding that addresses the myriad needs of older adults. Additionally, AAAWM uses a cadre of volunteers in the Medicare Medicaid Assistance Program (MMAP) to educate and inform older adults of the available and most appropriate health care choices available to them.

**8. Highlights of strategic planning activities.**

In FY 2015, AAAWM embarked on a process to craft and implement an agency-wide Strategic Plan. The Strategic Plan that resulted from the process was created with the assistance of leadership, staff and board members with the guidance of a consultant. The AAAWM Annual Implementation Plan was also used as a resource. As a result, there is a five (5) year strategic plan in place with priorities that include, converting to a fully electronic health record, redefining aging by educating the community about healthy aging options and by breaking down stereotypes, realizing administrative efficiencies by moving towards using more technology, working with service providers to create uniform, measurable outcomes with analysis and exploring the possibility of offering Medicare reimbursable services.

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**2018 AIP Highlights**

AAAWM continuously seeks out new and innovative funding opportunities and new community collaborations. Although the Area Agency on Aging of Western Michigan does not have any new priorities for FY 2018, the agency will continue to offer and administer the wide variety of programming and services previously outlined in the MYP 2017-19.

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**Public Hearings**

Date	Location	Time	Barrier Free?	No. of Attendees
06/05/2017	Area Agency on Aging of Wes	10:10 PM	Yes	23

A public hearing on the FY 2018 AIP was held in June of 2017 at the Area Agency on Aging of Western Michigan. The AIP was presented beginning with a brief overview of the purpose and intention of the plan followed by a description of the progress noted throughout the plan. The presentation included information detail on current funding and priorities as well as the creation of new outreach initiatives and services that meet the needs of both “traditional” and younger seniors.

An attendance sign-in sheet was circulated and attendees were invited to comment in writing or verbally. Each attendee was provided with a copy of the Draft AIP for FY 2018. Instructions were offered on submitting comments by mail, phone, email, website, or Facebook.

Comments received were reviewed and carefully considered, however none of the comments necessitated any substantial changes to the AIP.

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**Access Services**

**Care Management**

<u>Starting Date</u>	10/01/2017	<u>Ending Date</u>	09/30/2018
Total of Federal Dollars	\$55,557.00	Total of State Dollars	\$431,825.00

Geographic area to be served

All 9 counties served by AAAWM

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

Goal: To provide support to frail elderly to prevent or delay institutional placement. Timeline: Ongoing  
 Expected Outcome: Serve CM clients (347 served in FY 2015) and provide Options Counseling from the Community Living Consultant through the Community Living Program (194 served in FY 2015).

Goal: To provide a level of care in concert with MI Choice Waiver 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

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.

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

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

Goal: Assure 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 MI Choice Waiver program as needs eligibility change. Timeline: Ongoing

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

Number of client pre-screenings:	Current Year:	100	Planned Next Year:	100
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Number of initial client assessments:	Current Year:	80	Planned Next Year:	80
Number of initial client care plans:	Current Year:	80	Planned Next Year:	80
Total number of clients (carry over plus new):	Current Year:	290	Planned Next Year:	290
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>	10/10/2017	<u>Ending Date</u>	09/30/2018
Total of Federal Dollars	\$59,679.00	Total of State Dollars	\$35,988.00

Geographic area to be served

All 9 counties served by AAAWM

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

Goal: Provide immediate and appropriate information to callers. Timeline: Ongoing

Outcome: Allow for easy, friendly access to information and referrals as clients and caregivers make contact with AAAWM call center staff members.

Goal: Assure high quality services through continual quality improvement activities Timeline: Ongoing

Outcome: Caller surveys will reflect a better than 95% satisfaction level with information and referrals received.

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**Approved MYP Program Development Objectives**

**Area Agency on Aging Goal**

- A. The AAAWM goal for FY 2017 and beyond is to continue building partnerships with the medical community to be able to better provide Healthy Aging programs to their patients. Further, the agency also hopes to bridge the gap between medical care and social supports which has been proven to impact health outcomes critical to health reform efforts. Endeavors will be made to improve the health and nutrition of older adults by disseminating (new and established) evidence based programs throughout the region.**

State Goal Match: 1

Narrative

Evidence-based, healthy aging programming is a cornerstone of the array of services offered in Region Eight, the number of classes and participants continues to grow beyond expectations.

Objectives

1. AAAWM will continue to offer, promote, train, and increase the number of evidence based health promotion (EBHP) programs in Region Eight. The programs have resulted in older adults in the Region being offered the opportunity to participate in activities intended to help them maintain and improve their health as they age. The Healthy Aging programs are offered to the general public as well as to targeted populations including older adult refugees, older adults in rural communities and minority seniors.

Timeline: 10/01/2016 to 09/30/2017

Activities

AAAWM currently funds eight Tier III, as defined by the Administration for Community Living (ACL) Evidence Based Healthy Aging programs, in the efforts to continue expansion of the EBHP programs, they are, PATH (Chronic Disease Self- Management Program), Diabetes PATH, A Matter of Balance (MOB), EnhanceFitness, and the Arthritis Foundation's Tai Chi, Walk with Ease, Aquatic and Land Exercise Programs.

AAAWM hosted the Statewide A Matter of Balance Master Training at our office in March 2016. Barb Nelson-Jandernoa, AAAWM Healthy Aging Coordinator, is one of seven (7) Lead Trainers in the Nation for the MOB program. She and another Lead Trainer from Missouri trained 19 Master Trainers from across the state. In that training, AAAWM's Healthy Aging Assistant became certified as a Master Trainer, so there are now two (2) Master MOB Trainers on staff at AAAWM. AAAWM offered one coach training for the A Matter of Balance Program in early FY 2016 with another one scheduled for September 2016. The pool of over 60 active coaches in the Region has helped AAAWM reach over 400 participants in the MOB program since January 2015.

AAAWM is currently assisting the Centers for Medicare and Medicaid Services (CMS) in collecting data regarding the A Matter of Balance Program costs, a project anticipated to conclude in late 2017.

In summer 2016, the Healthy Aging Coordinator at AAAWM began working with American Speciality Health through their Silver and Fit program, on a project which will cover the cost of EnhanceFitness, Matter of Balance and Tai-Chi for members of Priority Health. Priority Health will cover the costs of 12 visits per month per member



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for the classes, which are held at AAAWM in the Wellness Room.

In early FY 2016, Barb Nelson-Jandernoa, AAAWM Healthy Aging Coordinator and a Master Trainer for EF, offered instructor training opportunities to Michigan AAAs and other organizations to support the statewide initiative to expand the EnhanceFitness program. Having master trainer level staff at AAAWM allows us to better and more efficiently disseminate all of the EBHP programs. AAAWM is continuing to offer an EnhanceFitness class three times a week in the AAAWM Wellness Room without grant funding. The program is being offered as a fee for service model. The charge is minimal so as to remove barriers for participants, but enough to cover the cost of the instructor. AAAWM held one (1) EnhanceFitness (EF) instructor training this year to increase the number of trained EF instructors to 26 in the Region. AAAWM has expanded healthy aging programming at our Eaglecrest location by offering the Tai Chi for Arthritis program. It too, is being offered as a fee for service model. The charge is minimal so as to remove barriers for participants. We offer a beginner and an advanced class and each class is held twice a week for 45 minutes.

Diabetes PATH (Stanford University's Diabetes Self-Management Program) has achieved some traction in the second year of the Michigan Healthy Endowment Fund Healthy Aging Grant for which AAAWM was awarded \$329,000. We have had 286 participants complete workshops since March 2015 and exceeded (by 18) our goal of 355 participant completers, in July 2016, with the grant continuing until October 2016. In FY 2016, staff held two (2) DPATH lay leader trainings with 22 new lay leaders becoming trained.

In 2017, there are plans to further expand the EBHP programs in the Region through offering Tai Chi for Arthritis in several rural counties. AAAWM is hosting a Tai Chi Instructor Training in the summer of 2016, to train individuals from Mason, Mecosta, Osceola and Montcalm counties. The certification exam is being held in September 2016, in time for programs to start in the beginning of FY 2017. Another plan by AAAWM is to expand the EnhanceFitness program into rural Osceola County through funding from the Michigan Health Endowment Fund (MHEF). A proposal was written and submitted to the MHEF in May and notification will be made by July 27, 2016 whether the grant will be awarded. The plan, if the funding is secured, is to create a self-sustaining model in the county seat, Reed City. Staff is hopeful this can be achieved with partnerships with the local AARP group and Osceola Commission on Aging. The grant would also allow AAAWM to create a collective impact group with other AAAs across the state that offer EnhanceFitness and the National Kidney Foundation. This group could help petition local third party payors such as Priority Health to pay for the classes for their members.

AAAWM has a Medicare identification number that allows the agency to bill for Diabetes Self-Management Training and Medical Nutrition Therapy.

Expected Outcome

The expected outcome is an increased number of class sites, trainers and participants, more partnerships with physicians and the health care system in each county. All AAAWM Healthy Aging programs are promoted throughout the agency including the Information and Assistance Department and Caregiver and Nutrition Programs.

Progress

Barb Nelson-Jandernoa, AAAWM Healthy Aging Contract Administrator, continues to work on a national level as one of seven (7) Lead Trainers for the A Matter of Balance (MOB) program. AAAWM hosted a regional A Matter of Balance Coach Training in April 2016. AAAWM now has a pool of 55 volunteer lay leaders and community partners. Every county in Region 8 has MOB offerings for their older adults. In February 2016, AAAWM held a

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four (4) day training for Diabetes Path lay leaders. We now have over 40 Diabetes PATH lay leaders and community partners in our region. The Michigan Health Endowment funding was responsible for the expansion of these two Evidence Based Health Promotion (EBHP) programs. AAAMW was the first AAA in the state to meet the grant goals in participant completers for each program. The AAAMW, through funding from the Michigan Health Endowment, reached over 700 participants in the MOB program and over 400 participants in the Diabetes PATH since November 2015.

November 2016 marked the beginning of the AAAMW Eaglecrest Healthy Aging Silver and Fit certification. AAAMW bills American Specialty Health monthly for qualified health insurance members attending the healthy aging classes offered at the AAAMW Eaglecrest facility.

AAAMW held one (1) EnhanceFitness (EF) instructor training in May 2016 to increase the number of trained EF instructors in the Region. AAAMW has expanded healthy aging programming at our Eaglecrest location by offering the Tai Chi for Arthritis program and will begin offering an EF Seated Level 1 class in April 2017.

In 2017, we have expanded EBHP programs in the Region through offering Tai Chi for Arthritis in several rural counties, Mason, Ionia, Mecosta and Montcalm. AAAMW hosted a Tai Chi II Instructor Training in the February 2016 to expand the number of movements for existing instructors and classes. Another Tai Chi I instructor was held at AAAMW Eaglecrest Facility in April 2017.

AAAMW has a Medicare identification number that allows the agency to bill for Diabetes Self-Management Training and Medical Nutrition Therapy.

**B. Older adults in Kent County will experience an improvement in their dentition and overall health. In addition, awareness will be raised for the need of affordable and accessible dental care for seniors.**

State Goal Match: 1

Narrative

- Periodontal infections are more common in the elderly; about 23% of 65-74 year olds have several periodontal diseases;
- Approximately 30% of individuals 65 and older in Michigan have lost all their teeth.
- Studies have shown possible association between oral infections and systemic diseases such as diabetes, heart disease, and respiratory infections.
- The incidence rate of oral and pharyngeal cancers is higher among seniors than for other age groups.
- Seniors who are 65 years and older are seven times more likely to be diagnosed with oral cancer than younger individuals.
- Many seniors take medications that have the complicating side effect of reducing salivary flow (the amount and flow of saliva) resulting in "dry mouth". Reduction in salivary flow contributes to increased dental decay.
- Payment for dental services is generally out-of-pocket for older adults. Medicare does not cover routine dental services like cleaning, oral exam or x-rays. There is Medicare coverage for very limited situations, for example,

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extraction of teeth for the purpose of radiation treatment involving the jaw or if an inpatient hospital stay is required for a dental procedure. Many Medicare Advantage (MA) plans offer supplemental dental coverage as an option, usually for an extra cost. The levels of coverage vary from routine care, like cleaning, x-ray and oral exam to a more comprehensive dental package.

- For most people who have dental insurance coverage as a benefit of their employment, that coverage ends upon their retirement. In addition, most seniors have limited income. This results in compromised access to dental care. While 61% of the population report having a dental visit in the past year, only 45% of seniors 75 years and older report having a dental visit.

In 2016, the Senior Dental Day project was the recipient of an Aging Achievement Award from the National Area Agencies on Aging (N4A), the award was presented at the N4A annual conference in July 2016. As a result of the award, the project was highlighted in the N4A 2016 Best Practices conference publication. The AAAWM Executive Director was a panelist for a discussion on the dental needs of seniors, facilitated by the Lewin Group, the recipient of an Administration for Community Living grant.

Objectives

1. Older adults in Kent County will experience an improvement in their dentition and overall health.

Timeline: 10/01/2016 to 09/30/2017

Activities

AAAWM will continue the partnership with the Grand Rapids Community College (GRCC) to host an annual "Senior Dental Day". This annual collaborative project with Dental Hygienist students and staff from GRCC, local volunteer dentists, hygienists, dental assistants, case managers from human service agencies and AAAWM served 44 older adults in spring 2016. Older adults in Kent County, who were prescreened and referred by outreach and assistance staff from local human service agencies, were able to receive teeth cleanings and minor dental work at no cost. In addition, seniors are provided with referrals to partnering dentists for additional dental work if needed at no or low cost. AAAWM recognizes that good oral health is an important component of healthy aging as well as having a positive impact on social isolation.

Expected Outcome

Awareness will be raised for the need of affordable and accessible dental care for seniors and new partnerships will be developed to assist seniors who discover serious dental issues at the Dental Day event.

Progress

AAAWM continues to partner with Grand Rapids Community College (GRCC) to host an annual "Senior Dental Day". This is an annual collaborative project with Dental Hygienist students and staff from GRCC, local volunteer dentists, hygienists, dental assistants, and case managers from human service agencies. The project served 28 seniors in March 2017. Older adults in Kent County, who were prescreened and referred by outreach and assistance staff from local human service agencies, were able to receive teeth cleanings and minor dental work at no cost. In addition, seniors are provided with referrals to partnering dentists for additional dental work if needed at no or low cost. AAAWM recognizes that good oral health is an important component of healthy aging as well as having a positive impact on social isolation.

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- C. Adults in Region Eight will have ample opportunities to avail themselves of the services, programs and resources that will enable to them to live in the setting of their choice for as long as they choose.**

State Goal Match: 2, 6

Narrative

AAAWM has worked very hard over the past few years to better incorporate the philosophy of Person Centered Thinking into all programs and services, and will continue to do so in the years to come, as programs and services grow. People contacting AAWM are dealing with complex issues, are often in crisis and need individualized assistance to address the challenges they face.

Objectives

1. Individuals will be offered the opportunity to choose from a wide array of long term supports and services to be provided in the setting of their choice by engaging community resources and supporting caregivers.

Timeline: 10/01/2016 to 09/30/2017

Activities

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. The Michigan Department of Health and Human Services (MHHS) requires that information on the Self-Determination in Long Term Care program be provided to all participants who enroll in or are currently enrolled in the MI Choice Waiver program and that this option is made available to all who desire this method of service delivery.

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. 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.

Expected Outcome

AAAWM will continue to build upon what it has learned through its coordination of the Caregiver Resource Network, taking into account caregiver issues and their impact on safely maintaining their care partner at home. The Nursing Facility Transition Program will continue to help those currently living in a nursing home return to their own home in the community. The MI Choice Medicaid Waiver program will continue to provide in-home services to older adults and individuals with disabilities who are eligible for nursing home care. AAWM will also facilitate transitions where people become enrolled in Care Management or Adult Home Help Programs. Qualified individuals will receive assistance through the MI Choice Medicaid Waiver in licensed Homes for the Aged or Adult Foster Care. This allows Medicaid recipients a broader choice for long term care assistance in various locations, including in their own home, group settings or at a nursing facility.

The Self-Determination service delivery model will continue to be an option, as it offers clients more flexibility and control in directing personal assistance services at home by having the option to decide when care is to be

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provided (time of day/week. etc.), recruit, hire, manage and dismiss their own workers.

Progress

AAAWM intake staff use screening processes to identify potential eligibility for AAAWM services as well as looking at all of the community resources that are available to address need. Both verbal and written information are provided as requested. Translation services are available so that communication does not pose a barrier. AAAWM has also pursued the use of social media in a more robust manner in order to communicate and educate people about options for supports and services. AAAWM utilizes both Facebook and YouTube to promote programs. Recently, AAAWM has run 4 sponsored (paid) campaigns promoting the MI Choice Waiver program. These campaigns were targeted to the 9 counties within the Region 8 service area. AAAWM also uses Facebook to promote original content articles, television spots, and radio segments about the MI Choice program to a wider audience.

2. The mission of the Area Agency on Aging of Western Michigan is to help seniors and persons with disabilities live in the setting of their choice by engaging community resources and supporting caregivers. In order to succeed at delivering on the mission, the agency has embraced a person-directed, person-centered philosophy of care.

Timeline: 10/01/2016 to 09/30/2017

Activities

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. AAAWM has provided numerous trainings to staff on the importance of Person Centered Thinking, so that when staff interacts with consumers, this philosophy is paramount, the training has been conducted with all Care Management staff as well as Information and Assistance and agency management staff. Building on the basic training and concepts, AAAWM will continue to reinforce the PCT philosophy through ongoing training opportunities in communication, cultural competency, etc. AAAWM has two PCT trainers on staff that provides regular refresher training to existing staff as well as providing training to all new staff, using the PCT curriculum. 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. AAAWM has embraced Person Centered Planning and has worked hard at providing staff training, as well as incorporating this philosophy into our materials that are distributed to the community.

Expected Outcome

AAAWM staff will continue to use person centered planning to ensure clients are informed of options for community-based and/or other living opportunities available for their choice and will successfully educate older adults and their support systems (friends, family, etc.) about available services that can help them live in their own home for as long as they choose. AAAWM will reinforce their PCT philosophy through ongoing training opportunities in communication, cultural competency, etc.

Progress

AAAWM has contracted with Relias Learning web based training to provide greater access to staff training options and tracking. Modules also provide Continuing Education Units (CEUs) for staff that are required to maintain licenses for Registered Nurses and Social Workers. Our 3 year CARF Accreditation highlighted our Person Centered policies and procedures as a "best practice".



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3. The AAAWM Information and Assistance (I &A) service is staffed by highly skilled information specialists who carefully assess caller needs, connect them with resources and provide critical follow-up. Information is provided over the telephone and in person, by trained and certified specialists who maintain a current, comprehensive data base of local, state and federal resources for older adults and their families. Assistance in contacting and accessing services is also provided for clients who are unable to do so themselves. AIRS (Aging and Disability Certification) I & A specialists screen callers to determine their need for more extensive services, which are provided by case management staff. To assure the program continues to meet clients needs, AAAWM collects and analyzes call data regularly.

Timeline: 10/01/2016 to 09/30/2017

Activities

AAAWM will provide Intake and Access, 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; and
- Easily refer callers to Older Americans Act funded services and providers

Individuals can contact AAAWM using a local number, a toll free number, or by email via the AAAWM website. I & A staff members have one-to one contact with those seeking help and use a computerized database to provide information about community resources including private for-profit, non-profit, and government funded resources.

Expected Outcome

Reduction in caller confusion about aging resources and increased caller education about long term care options as well as programs and services available in the aging network of Region Eight.

Progress

AAAWM is adding to it's internal orientation quality review topics offered by Relias on-line training. Information and Assistance staff will be required to complete trainings such as Health Insurance Portability and Accountability Act of 1996 (HIPPA) and Social Media. Because more and more people are using electronic communications like email, messaging and social media such as Facebook to seek information the opportunities to share information and respond online have increased. This increases the challenges for keeping information private. AAAWM provides training to staff to make them more aware of social media's privacy pitfalls and how to avoid them; thereby avoiding potential HIPAA violations. We want to communicate in the ways consumers prefer while still protecting privacy.

AAAWM has begun recording staff meetings and trainings as well as offering Skype to ensure all staff have access to all trainings offered even if they are unable to attend the day the original training occurs.

- D. Provide resources, education, guidance, training and empowerment to support those caring for older adults, persons with Dementia, Alzheimer's disease or other chronic conditions.**

State Goal Match: 4, 5, 6

Narrative

The Caregiver Resource Network recognizes that caregivers are a pivotal component of long-term care planning for older adults and that many older adults provide caregiving services to their own families and friends. AARP reports that, " more than 90% of persons 65 and older with disabilities who receive assistance receive informal



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care; nearly two-thirds rely solely on informal caregivers." As a result, the CRN is a vital part of the aging network in Region Eight, providing education and resources through their meetings as well as through their website, caregiverresource.net. The CRN has developed new and enhanced previous public and private partnerships to better serve older adult caregivers.

Objectives

1. Sustained development of the Caregiver Resource Network throughout Region Eight, including improving assessment and services referral processes for caregivers with high stress levels.

Timeline: 10/01/2016 to 09/30/2017

Activities

AAAWM supports the CRN and works to continue its development throughout Region Eight. Service Providers are given the opportunity to provide updates of their caregiver support programs at bi-monthly CRN meetings.

The following activities will be provided annually:

- Caregiver topic radio shows (six per year in collaboration with SightSeer Radio) will be produced by CRN members and available for downloading from the CRN website ([www.caregiverresource.net](http://www.caregiverresource.net)) as well as through iTunes.
- Twelve "Caregiver Corner" articles will be written by CRN members for the "Mature Lifestyles" news publication.
- Five 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.
- A Caregiver Appreciation/Education event will be held in November.
- A CRN Speaker's Bureau will be available for community presentations (CRN Members will serve as the speakers)
- Monthly Caregiver classes will be provided through the CRN Family Caregiver University (FCU). FCU offers 12 classes per year that are beneficial to the caregiver and their care partner. Topics that have been covered and will be repeated in the future are: safe driving, depression and caregiving, transfer training, options to prevent isolation, elder law, Mindful Meditation, personal hygiene and in-home community resources.
- The Membership Engagement committee of the Caregiver Resource Network will continue to promote involvement of CRN members, and they will serve as greeters for the many events of the CRN.
- The CRN Diversity Academy will host four (4) trainings each year for professionals and caregivers. Two trainings of note for FY2016 include training on communicating with the Deaf and Hard of Hearing and another scheduled to be held in late 2016 will address the specific needs and issues of LGBTQ elders, this training will also be held for AAWM staff.

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- In FY 2017, another series of "Conquering the Kitchen" cooking classes for male caregivers will be held. The classes are also slated for 2018 and 2019.
- www.caregiverresource.net has resources, service information and educational opportunities available on the website.

The Steering Committee oversees the work of the CRN and sets the strategic plan. For FY 2017, the plans (in addition to the other work of the CRN) will focus on:

1. Collaborating with minority organizations to better serve caregivers.
2. The Media/Marketing Committee will continue to focus on increasing the network's social media presence as well as hosting a focus group to facilitate discussion on the improvements of the CRN website.

Expected Outcome

- Increased awareness of caregiver challenges and regional resources available for support.
- Improved caregiver education in Region Eight
- Increased visibility and awareness of the Caregiver Resource Network's website and speaker's bureau.

Progress

The Caregiver Resource Network (CRN) continues to meet bi-monthly. The CRN website is currently being revised to ensure caregivers have access to important information and resources.

Family Caregiver University (FCU) classes average 20+ participants and offer vital information for families. Topics have included: Safe Driving, Depression, Social Isolation, Community Resources, Advance Directives, Bathing and Personal Care, Dementia, First Aid, and Elder Abuse.

The CRN Diversity Academy has completed two programs covering Racism and Caring for the Non-Religious in a Religious Community. In June, the CRN Diversity Academy will offer a program for caregivers who are caring for a loved one who struggles with mental illness.

- E. AAWM will defend the rights of older adults to be free from; abuse, neglect, financial exploitation and mistreatment by providing elder abuse prevention education and information about interventions with the goal of maintaining older adults in their own homes as independently and safely as possible. The agency has developed strong partnerships with first responders, local hospitals and medical practices in a concerted effort to provide information and resources about elder abuse and its many forms, to stakeholders across the continuum of care. Going forward AAWM's objective is to create sustainable relationships with community partners, including hospitals, medical practices and first responders to enhance better communication and help to improve the quality of life for the consumers served by providing meaningful and ongoing elder abuse prevention education.**

State Goal Match: 4

Narrative

The Kent County Elder Abuse Coalition (KCEAC) is made of up 50 agencies representing non-profit, for-profit, law enforcement and government organizations. The coalition is comprised of 75 members from the county

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prosecutor's office, state and local law enforcement, Adult Protective Services, local ombudsmen, senior service agencies, hospitals, financial institutions and elder law attorneys. They meet monthly to discuss current elder abuse cases. The group's mission is to work together to identify, advocate, educate and seek justice for vulnerable adult abuse in West Michigan. Their website, [www.protectkentseniors.org](http://www.protectkentseniors.org), is frequently updated and serves as a community resource. In 2016, the coalition was the recipient of an Aging Achievement Award from the National Area Agencies on Aging (N4A), the award was presented at the N4A annual conference in July 2016. As a result of the award, the project was highlighted in the N4A 2016 Best Practices conference publication.

Going forward in 2017 and beyond, the Coalition will continue the educational training components that are key to the success and attendance at their meetings. In FY 2016, topics covered included presentations from, Elder Law of Michigan, Michigan Attorney Grievance Commission, Marquette County Sheriff on the GPS tracking system they use to locate missing older adults, Prosecuting Attorney's Association of Michigan, Grand Rapids Hoarding Task Force, cyber security, and an expert on gambling addictions and seniors. The coalition will seek out additional speakers on topics that have the potential to victimize or abuse older adults.

AAAWM will continue their partnership with the Kent County Elder Abuse Coalition to educate residents, first responders and providers of services in Region Eight on elder abuse prevention, while also providing speakers on the topic throughout the region. In addition, the coalition will actively work to intervene in current elder abuse cases in a collaborative manner. As scarce resources and the increasing population of older adults begin to meet one another, risks to individual safety will increase, leaving the most frail and vulnerable open to abuse, neglect and personal and financial exploitation. Interrupting and decreasing abuse, neglect, and exploitation of vulnerable adults requires consistent public education to raise community awareness about the issue, along with expert advice and counseling for individuals on how to recognize and decrease their risks.

Objectives

1. Assure that all local public safety and legal entities have formal linkages with AAWM in order to facilitate a direct connection to share information, strategies and work cooperatively on specific issues. Provide training opportunities to key communities -- older adults, their families and professionals to thwart crimes against older persons and provide education about the various forms of abuse.

Timeline: 10/01/2016 to 09/30/2017

Activities

The Kent County Elder Abuse Coalition will provide at least eighteen (18) elder abuse prevention presentations in FY 2017. Presentations will be targeted to seniors, caregivers, and providers of service and will focus on current scams, financial exploitation and recognizing the signs of elder abuse. In May 2016, AAWM hosted a training for 50 Adult Protective Services Investigators, law enforcement and first responders on how to understand and work with seniors with cognitive impairments and dementia. Elder abuse prevention presentations are planned in FY 2017 for both financial institutions and the medical community.

Expected Outcome

The Kent County Elder Abuse Coalition (facilitated by AAWM staff), will provide elder abuse trainings and workshops throughout Region Eight.

AAAWM will continue to work with state and local agencies to address broad concerns related to elder abuse and exploitation.

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Progress

Going forward in 2018 and beyond, the Kent County Elder Abuse Coalition will develop additional educational trainings that would ensure the success and attendance at their monthly meetings. In addition, the coalition will continue dialog with rural counties regarding educational opportunities and outreach to seniors. In FY 2017, topics covered included presentations from housing and respite experts from the AAAWM, Social Security Administration, Long-term Care Ombudsmen, AARP, Attorneys discussing mental capacity, fraud department of Chemical Bank, and an Occupational Therapist presentation on adaptive equipment to improve safety for seniors. An additional nine (9) presentations were made to seniors in Kent and surrounding counties. These presentations focused on current scams, financial exploitation, recognizing signs of elder abuse and how to report. Finally, AAAWM is planning a cross-training for Adult Protective Services, local law enforcement and other interested responders on improved investigation techniques in September 2017. This training is open to all law enforcement and APS staff in Region 8.

- F. Work with service providers to ensure that quality, innovative programming and services are offered to older adults at all stages of aging. New projects and programs will aspire to create innovative approaches to improve the aging service system through increased collaboration among major funders in the region and development of new programs.**

State Goal Match: 3

Narrative

The increase in the older population alone will make program development important, however, there are other factors demanding this area be a priority for AAAWM: potential changes in regulations associated with the reauthorization of the Older Americans Act, shifts in attitudes toward aging and greater expectations for service quality and availability from baby boomers. AAAWM must be flexible to capitalize on these opportunities and expand service offerings to meet the growing needs of the Region's older population.

Objectives

1. Work with service providers to ensure that quality, innovative programming and services are offered to older adults at all stages of aging. Implement standardized outcomes for Adult Day Services, Outreach and Assistance, Nutrition programs and Transportation.

Timeline: 10/01/2016 to 09/30/2017

Activities

Program development activities include **establishing new services, improving, expanding and integrating current services.**

AAAWM will **identify gaps** in services and changing needs and will work with service providers, community partners, advocacy groups and lawmakers to address those challenges.

AAAWM staff will provide training opportunities to service providers in the aging network in an effort to **improve effectiveness and efficiencies.**

Expected Outcome

The outcomes of this objective are increased innovation in service offerings, increased partnerships and

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collaborations and improved and refreshed programming and services.

Progress

AAAWM service partners began using new standardized outcomes in FY17 for Home Delivered/Congregate Meals, Outreach & Assistance, Adult Day Care and Transportation. AAWM staff also worked with partners to develop standardized outcomes for Homemaker services.

Program development activities include establishing new services, improving, expanding and integrating current services. New caregiver support programs were added in FY 17, including caregiver support/education/training in rural counties. Disability Advocates of Kent County (DAKC) began offering a "Caregiving Solutions" program throughout AAWM's nine county region. This program is designed to improve caregiver's safety, ease of caregiving, and develop skills for efficient caregiving.

AAAWM continues to work on identifying gaps in services and changing needs and will work with service and community partners, advocacy groups, and lawmakers to address those challenges. AAWM staff provide training opportunities to service partners in the aging network in an effort to improve effectiveness and efficiencies. Trainings are provided for our service partners throughout the year. Person centered planning training is being offered in May for service partners that have not gone through this training before.

- G. Provide services that are culturally sensitive to Lesbian, Gay, Bisexual and Transgender (LGBT) seniors. Increase awareness of the need for cultural competency throughout all programs and look to advocate and help education community partners on the importance of offering culturally competent programs and services.**

State Goal Match: 3, 5

Narrative

The LGBT community is a "hidden" community that leads non-traditional lives. The lack of traditionally-defined family and support structure for LGBT's make aging especially challenging. Service providers must increase their competency and awareness of the challenges and needs of this segment of the population as they age. Non-kin caregiving must be recognized and affirmed. AAWM will continue outreach efforts to the population of older adults who identify as LGBT and look for new ways to reach those who are isolated and most in need. These efforts will concentrate in part on creating environments of acceptance and inclusion within the aging network, recognizing that the cultural, economic and social contributions of these marginalized older adults are valuable assets to the community.

Objectives

1. Knowledge of a client's sexual orientation in a health or social service setting is crucial to provide appropriate, sensitive, and individualized care in order for LGBT older adults to experience successful aging (a term used by gerontologists to describe life satisfaction and a sense of well-being in the face of growing older). Providers who lack awareness of LGBT clients overlook their specific needs, sacrificing care and outreach without realizing it. Human service agencies must have the training needed to render them sensitive to the social, cultural, and legal needs of LGBT seniors, without it, there is a high risk that clients will be alienated from seeking needed services. Oftentimes, LGBT seniors avoid service providers because they feel misunderstood and unwelcome, their health and well-being compromised. The objective for this goal is for LGBT seniors to have equal access to life-prolonging benefits, protections, services and agencies that their heterosexual



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neighbors take for granted.

Timeline: 10/01/2016 to 09/30/2017

Activities

AAAWM staff will continue to offer technical assistance and linkage with local LGBT resources to service providers. The Caregiver Resource Network Diversity Academy will offer a training in 2017 on sensitivity to LGBT issues. AAWM staff will be trained as well.

Expected Outcome

Increased LGBT specific cultural competency throughout all programs, advocate for and help community partners to learn the importance of offering culturally competent programs and services.

Progress

AAAWM is participating in the LGBTQ (Lesbian, Gay, Bisexual, Transgender, and Questioning) Initiative-Improving Care for LGBTQ Older Adults in Michigan, a two year initiative, along with two other Area Agencies on Aging (Region 7 and 11). In order to further this initiative, AAWM is working to identify LGBT friendly community services within the nine counties that it serves in West Michigan by July of 2017. A Cultural Competency "How-to" manual is being created for other AAA's to use for future implementation.

In addition, the AAWM employee handbook has been updated to be more inclusive, including policies on gender identity, sexual orientation and gender transition.

**H. More communities in the PSA will conduct an aging-friendly community assessment and apply for recognition to AASA as a CFL. AAWM will pilot the creation of a dementia friendly community in which persons with dementia and their families experience acceptance, dignity and understanding in their community. Note: The city of Grand Rapids received the Creating Communities for a Lifetime designation in 2005.**

State Goal Match: 5

Narrative

One of the goals of the Dementia Friendly Grand Rapids (DFGR) project is to raise awareness and transform attitudes about dementia. It is the first dementia friendly community in Michigan. Media and marketing campaigns, as well as a variety of presentations and appearances in the community will help educate about the disease by spreading knowledge of the disease itself. Many people in the community fear dementia, either getting it themselves or one of their loved ones getting it. While dementia is certainly a tough disease to deal with, proper knowledge of the journey ahead can equip patients and families to live successful lives even with the disease. People with dementia also often face a stigma among others who are ignorant of the disease. Because it's not visible to the naked eye, many people pass judgment on a person for forgetting things quickly or for making confusing decisions. When more people are aware of dementia as a disease that affects the brain, they will be more understanding, tolerant and inclusive of those who show signs of the disease.

In early 2016, a network of volunteers and professionals were trained in Dementia 101 so they can be "Dementia Champions." These Dementia Champions are instrumental in offering Dementia 101 trainings to individuals who will in turn become "Dementia Friends," assisting in spreading the message that education and not fear is the best means of addressing concerns about dementia.



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DFGR is a collaboration of the AAAWM, Grand Valley State University, Grand Rapids Community College, Clark Retirement Community, Pine Rest Christian Mental Health Services, Spectrum Health System, Holland Home and Mercy Health Physician Partners.

AAAWM staff is also involved in a separate initiative called "Rethinking Dementia/Accelerating Change," partnering with the Alzheimer's Association of Michigan and others.

Objectives

1. There are over 8,000 people in Kent County who are living with dementia and that number is expected to grow by almost 40% in the next 10 years. AAAWM is positioned to address the growing number of people with dementia in Grand Rapids because of its vast network of relationships in the local community and previous experience in providing dementia education and programming. AAAWM has proven to be a leader in aging-related community initiatives, has already begun educating the community about dementia and is poised to harness the momentum building around the dementia friendly community movement by directing the creation of a Dementia Friendly Grand Rapids.  
Timeline: 10/01/2016 to 09/30/2017

Activities

AAAWM will direct a network of volunteers and professionals to carry out an awareness campaign, educational activities and service coordination across all disciplines and sectors of the community.

The Dementia Friendly Grand Rapids (DFGR) project will fulfill its mission of creating a dementia friendly community through the accomplishment of five (5) broad goals.

1. Raise awareness and transform attitudes about dementia through a marketing campaign that educates the public on facts about dementia and what they can do to help.
2. Support caregivers and families by teaching a class to family caregivers and promoting other supportive programs and educational opportunities for caregivers by collaborating with the CRN.
3. Intentionally include diverse communities by seeking members of diverse communities to serve on the DFGR steering committee and other committees and by working with the CRN Diversity Academy.
4. Promote meaningful participation in community life by creating a "dementia friendly" designation for businesses, forming partnerships with local faith communities and supporting engagement opportunities for people with dementia in the community.
5. Ensure the existence of supportive options that foster quality of life at home and work-life balance by publicizing information about well-established local home and community-based services, fostering a connection between primary care offices and local dementia services and providing dementia and caregiver information to local employers.

Expected Outcome

As a result of the Dementia Friendly Grand Rapids initiative, people will be more accepting and understanding of persons with dementia and people with dementia in Kent County and their families will benefit by living in a

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community which is sensitive to their needs.

Progress

In October 2016, a new promotional video was rolled out to the community, teaching awareness of how to make your community more dementia friendly. Once a year, DFGR Champions present a class on dementia issues to the Family Caregiver University.

Since the inception of this program, 400 participants have attended training sessions and become "Dementia Friends" and 20 people have been trained as "Dementia Champions". The program has reached six sectors of our community including neighbors/community, communities of faith, legal and advanced planning, healthcare throughout the continuum of care, independent living, and educational institutions and nonprofits. Examples of these sectors include, Rest Haven Care Center, Hope Network Side by Side Adult Day Services, Retirees Club of Communication Workers of America, Varnum Law Firm, 1st Cutlerville Christian Reformed Church, and GVSU Nursing Students.