



June 28, 2021

Marilyn Bradstrom
Mecosta County Board of Commissioners
400 Elm Street, Room 202
Big Rapids, MI 49307

Dear Ms. Bradstrom,

Enclosed is a copy of the Area Agency on Aging of Western Michigan's (AAAWM) proposed Annual Implementation Plan for fiscal year 2022. You may access an electronic copy at AAAWM.org "About Us" -> "Plans"

When approved by the State of Michigan Commission on Services to the Aging in August 2021, the AIP secures funding for services and programs to help older adults in Allegan County from October 1, 2021 to September 30, 2022

The FY 2022 AIP was accepted by our Board of Directors as its June 28th, 2021 meeting. You are represented on that Board by one commissioner and one private citizen from your county.

We respectfully request your County Commission's written approval of this Plan. Responses must be received by AAAWM on or before August 2nd, 2021. If we have not been contacted by that date, we will assume the County Commission's implied approval of the FY 2022 AIP.

Please send your response to:

Anne Domanski, Planner
AAAWM
3215 Eaglecrest Drive NE
Grand Rapids, MI 49525

Alternatively, you can email a response to: anned@aaawm.org

If the Commission does not support the AIP, please let me know. If there are any questions please feel free to contact me. I can be reached via email at anned@aaawm.org, fax at 616-456-5692, or by phone at 616-222-7015

Sincerely,

Anne Domanski

Cc: Marcee Purcell - County Clerk, Paul Bullock - Administrator
AAAWM Board of Directors - Sharon Bongard, Bill Routley
AAAWM Advisory Council Members - Mary Bechaz, Jerrilyn Strong

Mission: *Provide older persons and persons with a disability an array of services designed to promote independence and dignity in their homes and their communities.*

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The Source for Seniors

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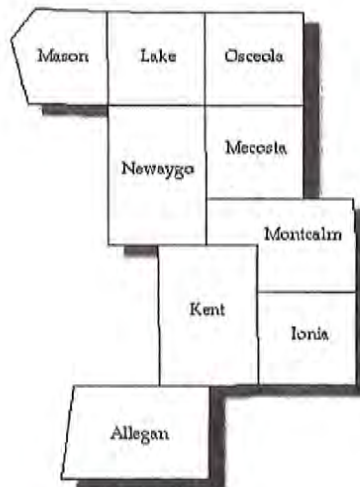
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www.aaawm.org

2020-2022 Multi Year Plan
FY 2022 Annual Implementation Plan
Area Agency on Aging of Western Michigan



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)
Jackie O'Connor, Executive Director
www.aaawm.org

Field Representative Laura McMurtry

McMurtryL@michigan.gov
517-284-0174

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Executive Summary

Include a brief description of the planning and service area and any significant changes to the current area plan: (A) Any significant new priorities, plans or objectives set by the area agency for the use of Older Americans Act (OAA) and state funding during FY 2022. If there are no new activities or changes, note that in your response. (B) Include changes, if any, to the access, in-home and community-based services and supports provided within the plan. (C) Address the agency's response to the COVID-19 pandemic emergency, including a description of the challenges and continuing needs brought on by this emergency. (D) Current information about contingency planning for potential reduced federal funding (if plans include the pursuit of alternative funding, identify specific funding sources). (E) A description of progress made through advocacy efforts to date and focus of advocacy efforts in FY 2022.

Include a brief description of the planning and service area and any significant changes to the current area plan:

The mission of the Area Agency on Aging of Western Michigan (AAAWM) is to provide older persons and persons with a disability an array of services designed to promote independence and dignity in their homes and their communities.

AAAWM strives to be recognized as the expert in quality person-centered programs within the West Michigan community by utilizing funding from the Older Americans Act (OAA), Kent County Senior Millage, and other resources. As the leader of older adult service development, we are the ultimate informational source for valued adult services.

The Planning Service Area (PSA) for AAWM Region 8 is made up of the following nine counties: Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo, and Osceola.

AAAWM has a dedicated and experienced staff with expansive knowledge of the aging process and aging network. Through decades of retention, AAWM staff and Service Partners are committed to providing high quality, innovative and person-centered services to seniors and those with disabilities.

AAAWM has long been a "best-kept secret" in West Michigan. It is common for older adults and their families to seek out information concerning services and supports only after facing a crisis situation. To help navigate this situation and educate the public, we have instituted marketing initiatives that directly tie into increased community awareness and coordinating with partners to optimize service delivery during the ongoing pandemic. This continues to be done through social media posts, email newsletters, articles, virtual events, and media interviews.

As an example, our WZZM 13 On Your Side Sandwich Generation Sponsorship wrapped up in November 2020. This 12-month program was a large success and included a commercial, monthly interview segments, featured branded articles, and display ads. Our 30 second commercial aired 193 times and received 613,000 unique impressions (watched by an individual) throughout the year. As of March 2021, we again are

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taking part in a similar sponsorship with WZZM that will run through December 2021. This and other partnerships have expanded outreach to older adults, their caregivers, family and friends who otherwise may not have known about AAAWM or the array of services available.

Fiscal Year 2022

AAAWM's primary focus for FY 2022 may continue to be affected by the Covid[1]19 pandemic. Regardless of the extent or aftermath of the pandemic, services will continue. AAAWM supports its Service Partners as they tirelessly navigate new and innovative ways to ensure older adults can remain safely in their own homes and communities. This also includes addressing pandemic fatigue among Service Partners and AAAWM Staff. Mental health trainings will begin in the summer of 2021.

As such, AAAWM will focus on those services that are most critical to the health and well-being of older adults. Nutrition, Transportation, and In-Home Services, as well as Caregiver Support and Care Management are priority. AAAWM will persist in implementing innovative ideas for service delivery.

Challenges, Changes, and Adaptations

Before the pandemic, the minimal amount of Personal Protective Equipment (PPE) that was needed was readily available for those staff who required the use of such equipment in the home. Although in-home caregivers have always practiced safe and sanitary care, more shielding PPE is now needed than originally required for all tasks. Partners are challenged with a new expense, additional time performing tasks and restrictive movement.

Technology has allowed most staff to work from home. With the addition of new laptops, Microsoft Teams, and ZOOM, many staff have been able to adapt and find a new normal with day-to-day communication, connecting to colleagues and Service Partners. These technologies have made a big difference in allowing staff to stay in touch, "see" each other, and also have group meetings virtually. Teams has allowed AAAWM staff to have their office phones on their computer. Once back to the office, the office phone sitting on a desk will be a thing of the past.

Isolation and loneliness have long been an ongoing issue for older adults. The Covid-19 pandemic has exacerbated the issue, confining many older adults to their homes with little opportunity for interaction with others. Additionally, family caregivers are also facing new challenges. Those living with their loved one may feel extra stress and have less access to respite opportunities creating fatigue. Some who care for loved ones and do not share a home, face the additional stressors of managing care from a distance and navigating a new and changing system of service delivery.

The number of qualified Direct Care Workers who provide a vital service to help our aging and disability community remain at home, has reached a crisis. Due to the overwhelming number of women who work in the field, many have needed to stay home during the pandemic to care for children who might otherwise be in school. With a shortage of workers within this economic bracket community-wide, the resource of direct care workers has been hit especially hard.

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AAAWM Service Partners have adjusted quickly to pandemic challenges. Although there are many unknowns regarding when and how some businesses can return to "normal", Service Partners are continually developing plans for how to safely return to providing all services for older adults. In the meantime, Partners are providing many services in new and creative ways. Highlighted below are some examples:

Transportation partners have adapted and are still providing vital rides for those in need. Required face masks, more frequent cleaning and sanitizing along with limits on the number of riders are all the new norm. Essential medical trips or essential shopping trips are being provided by partners, with the limit being three clients to a bus.

Many programs for seniors and family caregivers, including **Disease Prevention/Health Promotion** and Caregiver resources have adapted and are offering on-line or virtual programming to the participant's home.

Service Partners are making daily wellness calls to participants who have requested them. These calls serve to improve the senior's social and emotional well-being.

Ensuring older adults have access to healthy, nutritious food remains a top priority. Meal programs have seen significant changes over this past year. This system was designed to provide food to older adults in need. The system was not funded or intended to provide food to all older adults who live at home. Covid-19 significantly changed this as all older adults were considered "at-risk" and were encouraged to stay at home. This has exponentially increased the number of people who qualify for nutrition services.

Home delivered meals previously guaranteed a visual check on clients and social interaction through conversation. Now, food is left at doorsteps and the client is called to make sure they are okay. This helps to keep both the client and the driver safe.

Congregate meals offered social interaction and activities along with a meal. Some Nutrition Partners are now offering grab and go meals or clients have been added to home delivered meal routes. Many congregate hosts are calling clients to provide them with social interaction. Bingo is now virtual.

The system has encountered capacity issues both in procuring food as well as delivering increased amounts of food. This has led to some decrease in client choice; however, meal programs remain committed to providing meals that meet nutritional standards. In 2021 older adults benefited and enjoyed the Quarantine food boxes and the weekly produce boxes through statewide collaborations.

Hopefully this summary has helped to highlight some of the successes, challenges, and changes that have taken place for our Service Partners and AAAWM. We are looking forward as we move into fiscal year 2022.

A) Any significant new priorities, plans or objectives set by the area agency for the use of Older Americans Act (OAA) and state funding during FY 2022. If there are no new activities or changes, note that in your response.

No new priorities, plans, or objectives.

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(B) Include changes, if any, to the access, in-home and community-based services and supports provided within the plan.

In the FY 2021 Plan, AAAWM added Options Counseling as a new service. Due to the Pandemic, the program was not able to be developed beyond the use of local funding. In FY 2022, the Options Counseling service will be able to grow and expand using OAA funding.

(C) Address the agency's response to the COVID-19 pandemic emergency, including a description of the challenges and continuing needs brought on by this emergency.

***Congregate meals** offered a different type social interaction and activities along with a meal during the Pandemic. Some Nutrition Partners offered grab and go meals or clients were added to home delivered meal routes. Many congregate hosts called clients to provide them with social interaction. Bingo is even virtual.*

The system has encountered capacity issues both in procuring food as well as delivering increased amounts of food. This led to some decrease in client choice; however, meal programs remain committed to providing meals that meet nutritional standards. In 2021 older adults benefited and enjoyed the Quarantine food boxes and the weekly produce boxes through statewide collaborations.

***Home delivered meals** previously guaranteed a visual check on clients and social interaction through conversation. Over the past year, food was left at doorsteps and the client called to make sure they are okay. This helped to keep both the client and the driver safe.*

***Isolation and loneliness** have long been an ongoing issue for older adults. The Covid-19 pandemic has exacerbated the issue, confining many older adults to their homes with little opportunity for interaction with others. Additionally, family caregivers also faced new challenges. Those living with their loved one felt extra stress and had less access to respite opportunities creating fatigue. In addition, some who care for loved ones and do not share a home, faced the additional stressors of managing care from a distance and navigating a new and changing system of service delivery. Through the No Wrong Door Grant funding, isolation was addressed with animatronic pets, special computer tablets, Amazon echo's, and the short term use of TracFones.*

*Many programs for seniors and family caregivers, including **Disease Prevention/Health Promotion** and Caregiver resources adapted and offered on-line or virtual programming to the participant's home.*

***Service Partners** have been making daily wellness calls to participants who have requested them. These calls serve to improve the senior's social and emotional well-being.*

The number of qualified Direct Care Workers who provide a vital service to help our aging and disability community remain at home, has reached a crisis. Due to the overwhelming number of women who work in the field, many needed to stay home during the pandemic to care for children who might otherwise be in

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school. With a shortage of workers within this economic bracket community-wide, the resource of direct care workers has been hit especially hard.

***Transportation** partners have adapted and are still providing vital rides for those in need. Required face masks, more frequent cleaning and sanitizing along with limits on the number of riders are all the new norm. Essential medical trips or essential shopping trips are being provided by partners, with the limit being three clients to a bus.*

(D) Current information about contingency planning for potential reduced federal funding (if plans include the pursuit of alternative funding, identify specific funding sources).

If federal funding were to be reduced, Covid – 19 funds to be used for one-time or infra-structural purchases, plus AAAWM would advocate strongly to keep funding. In addition, services would be prioritized as well as working with local senior millages.

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County/Local Unit of Government Review

The Area Agency on Aging must send a request to the chairperson of each County Board of Commissioners within the Planning and Service Area (PSA), for approval of the final AIP by August 2, 2021. Notification can be sent via US mail or by electronic means, with delivery and signature confirmation, by no later than June 28, 2021. Describe the efforts made to distribute the AIP to, and gain support from, the appropriate county and/or local units of government.

On June 24, 2021, an email was sent to each County/Grand Rapids Administrator, Clerk and Board Chair indicating that the AAAWM Annual Implementation Plan for FY 2022 would be sent to them by the end of the month. We requested that they review and approve the Plan at a July meeting. The AAAWM Board approved Plan was emailed and mailed to the same individuals on June 30, 2021. Anne Domanski, the writer of this Plan, provided her contact information in the correspondence. The offer was made to have relevant AAAWM staff attend any meeting to help address questions about the Plan.

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Public Hearings

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. A narrative description of the public input strategy and hearing(s) is also required. Please describe the strategy/approach employed to encourage public attendance and testimony on the AIP. Describe all methods used to gain public input and the resultant impact on the AIP. Indicate whether the meeting complied with the Michigan Open Meetings Act. (See Transmittal Letter 2021-448.)

Date	Location	Time	Barrier Free?	No. of Attendees
06/07/2021	via ZOOM	01:00 PM	Yes	34

The location and accessibility of each public hearing.

Join via Zoom: <https://zoom.us/j/99347874346>

Join via Conference Call: +1(312) 626-6799

Meeting ID: 993 4787 4346

Concerning accessibility, the below notice was included with the information distributed concerning the hearing (please see "Public Hearing Announcement" in the attachments):

"Anyone who requires an accommodation to facilitate participation in the online hearing should contact Anne Domanski at AnneD@aaawm.org or (616) 222-7015 as soon as possible, but no later than 48 hours before the scheduled event."

Please scan any written testimony (including emails received) as a PDF and upload on this tab. A narrative description of the public input strategy and hearing(s) is also required.

Part of the strategy for public input was to include in the advertising materials that public input could be made at the hearing and anytime through June 21, 2021 by contacting Anne Domanski at anned@aaawm.org or calling 616-222-7015.

During the hearing, a pause was made available for comment six times. Three of the six times there were comments. If AAAM staff were available to answer specific questions, they did. This provided for some lively conversation and opportunities for staff to hear from the public.

For example, there were quite a few attendees from the northern service area counties. A few people spoke up and mentioned that due to the antenna service they receive there, WZZM does not reach them. They mentioned various stations and our Public Relations staff member took notes and thanked them for sharing.

One email communication concerning FY AIP was received prior to the hearing. It has been uploaded.

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Please describe the strategy/approach employed to encourage public attendance and testimony on the AIP.

Marketing Department Sent Notices to the following outlets (see attachments), as well as verbal invitations during meetings, and email communication to all AAAWM's partners.

Allegan County News- editor@allegannews.com; rmlewis@allegannews.com

Ionia Sentinel-Standard- news@sentinel-standard.com; lori.kilchermann@sentinel-standard.com

Advance Newspapers (owned by mlive)- advancenewssubmissions@mlive.com

Mlive- skuyt@mlive.com; Mike_wyngarden@mlive.com

Grand Rapids Press- grnews@mlive.com

Grand Rapids Times- staff@grtimes.com

GVSU- centerp@gvsu.edu

Rockford Squire- SquireProof@gmail.com

Lake County Star- <https://www.lakecountystar.com/contact/>

Ludington Daily News- patti@ludingtondailynews.com

The Pioneer (Big Rapids & Osceola)- Julie.Norwood@pioneergroup.com; blosinski@pioneergroup.com;

callan@pioneergroup.com; ddoyle@pioneergroup.com

The Daily News (Greenville)- news@thedailynews.cc

The Times Indicator- **tinews@comcast.net**

Pride Source- news@pridesource.com

Hispanic Chamber of Commerce- info@westmihcc.org

<http://www.elvoceromi.com/> - elvocero1@me.com

Native News Online (editor out of GR)

<https://www.experiencegr.com/about-grand-rapids/people/native-americans/> - levi@nativenewsonline.net

Holland Sentinel caleb.whitmer@hollandsentinel.com; newsroom@hollandsentinel.com

Allegan Flashes- debra.sloan@flashespublishers.com

Midwest Communications Inc (radio)- g.stevens@mwcradio.com; john.mcneill@mwcradio.com

WQXC 100.9 Allegan Kalamazoo- Newsroom news@wqxc.com

West Michigan Observer- localobserver@aol.com

WZZM- news@wzzm13.com

WOOD TV/Radio- reese@woodradio.com; bill.herbst@woodtv.com

FOX 17- memartin@fox17online.com

Up North Live- newsroom@upnorthlive.com

Mason County Press- editor@masoncountypress.com

9&10 News- news@9and10news.com

WION Radio (i1430)- carlyle@i1430.com

NewsNet Michigan- Newsroom news@minews26.com

WILX- tim.gillette@wilx.com

iheartmedia- Philtower@iheartmedia.com

Big Rapids Radio Network- Julia@BigRapidsradionetwork.com

Weekly Voice- Matt Seward mseward@weeklyvoice.net

Describe all methods used to gain public input and the resultant impact on the AIP.

Please see above concerning methods to gain public input. During the virtual public hearing, the Planner

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paused while the summary was read to allow attendees to respond to the respective sections for the AIP .

While the AIP was not changed, the Public Relations Specialist did take notes about suggestions concerning what TV and radio stations people mentioned that they would like to hear AAAWM's advertising .

Indicate whether the meeting complied with the Michigan Open Meetings Act. (See Transmittal Letter 2021-448.)

Yes, the meeting complied with Transmittal Letter 2021-448 in regards to the Michigan Open Meetings Act.

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Regional Service Definitions

If the area agency 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. Enter new regional service name, identify the service category and fund source, include unit or 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

Select from the list of access services those services the area agency plans to provide directly during FY 2022, 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

<u>Starting Date</u>	10/01/2021	<u>Ending Date</u>	09/30/2022
Total of Federal Dollars	\$76,475.00	Total of State Dollars	\$468,825.00

Geographic area to be served

Region 8 - 9 counties

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 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

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 the enrollment of 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

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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 of eligibility change.

Timeline: ongoing

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

Number of client pre-screenings:	Current Year:	23	Planned Next Year:	65
Number of initial client assessments:	Current Year:	23	Planned Next Year:	65
Number of initial client care plans:	Current Year:	23	Planned Next Year:	48
Total number of clients (carry over plus new):	Current Year:	222	Planned Next Year:	242
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:40	Planned Next Year:	1:40

Information and Assistance

Starting Date 10/01/2021 Ending Date 09/30/2022

Total of Federal Dollars \$92,000.00 Total of State Dollars \$28,000.00

Geographic area to be served

Region 8 - 9 counties

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

Continue to answer calls in real time and clear voice mail within one business day.

Continue to use Voices For Health interpretation services to assure callers receive information in a manner most useful to them.

Assure all staff maintain AIRS certification

Take a proactive approach in processing all referrals from our wait lists and more assertively removing those who were not returning calls/committing to a referral when offered. This will help with the referral process, by reducing waiting times and connecting individuals to needed services.

Options Counseling

Starting Date 10/01/2021 Ending Date 09/30/2022

Total of Federal Dollars \$100.00 Total of State Dollars \$0.00

Geographic area to be served

Region 8 - 9 counties

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

Goal:

Provide Options Counseling to 60 individuals during the 2022 fiscal year

Activities:

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Work in tandem with Information and Assistance staff to provide in depth Options Counseling to callers whose needs go beyond simple Information and Assistance creating a continuum between Information and Assistance, community resources, and publicly funded Care Management programs

Provide face to face Options Counseling as a Local Contact Agency for persons residing in Skilled Nursing Facilities or Nursing Homes who are seeking information about other long-term care options.

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Direct Service Request

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 2022. Specify in the appropriate text box for each service category the planned goals and activities that will be undertaken to provide the service. Include any COVID-19 policy waiver-approved direct provision of service that is continuing into FY 2022. Direct service budget details for FY 2022 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 area agency is not submitting a new request to provide an in-home, community, or nutrition service directly during FY 2022.

Total of Federal DollarsTotal of State DollarsGeographic Area Served

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

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions described below. Please select the basis for the direct service provision request (more than one may be selected).

- (A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.
- (B) Such services are directly related to the Area Agency's administrative functions.
- (C) Such services can be provided more economically and with comparable quality by the Area Agency.

Provide a detailed justification for the direct service provision request. The justification should address pertinent factors that may include: a cost analysis; needs assessment; a description of the area agency's efforts to secure services from an available provider of such services; or a description of the area agency's efforts to develop additional capacity among existing providers of such services. If the service is considered part of administrative activity, describe the rationale and authority for such a determination.

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

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Regional Direct Service Request

Area agencies 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 left after screen refresh. 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 2022. Also specify in the appropriate text box for each service category the planned goals and activities that will be undertaken to provide the service. Include any COVID-19 policy waiver-approved regional direct provision of service that is continuing into FY 2022. Address any discussion at the public hearing related to each new regional direct service provision request. Regional Direct Service Budget details for FY 2022 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 DollarsTotal of State DollarsGeographic Area Served

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

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions described below. Please select the basis for the direct service provision request (more than one may be selected).

(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.

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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 area agency 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 area agency to provide information on progress toward the objectives to date. This text box is editable. Please provide information on progress to date for each established objective under the section tab entitled "Progress."

For the Diversity, Equity and Inclusion (DEI) objective, include progress on trainings for staff and subcontractors in DEI and unconscious bias. Discuss efforts to ensure that programming and outreach is culturally sensitive and welcoming to all participants, including non-English speaking persons. Discuss efforts to ensure that providers are trained to adapt to diverse cultural needs.

Area Agency on Aging Goal

A. Advocate Inform, and Empower those we serve.

Objectives

1. Teach older adults how to use technology that can help enhance and make their lives easier.
Timeline: 10/01/2019 to 09/30/2020

Progress

AAAWM has created a technology class called Making IT Easier. This class aims to educate older adults on how to use technology. Making IT Easier provides trainings through online videos and in-person classes. Lessons include how to setup your IPAD or tablet, access the Application Store, use SIRI, navigate FaceTime and Skype, use accessibility features on your phone and how to operate apps like SHIPT and Lyft. Classes can be customized to fit the need of the consumer; custom classes have been given on viruses, online scams and malware. There have been over 200 views for the online training videos which can be found at www.aaawm.org/tech.

Technology presentations have been given at Grand Valley's Conference on Aging, United Methodist Community House, Eaglecrest Healthy Aging, Sheldon House, City of Wyoming Senior Center, Salvation Army, St. Alphonsus, Kent City Study Club and Porter Hills.

The No Wrong Door grant also allowed a few homebound seniors to learn how to operate a computer tablet or an Amazon Echo.

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

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caregiverresource.net. The CRN has both enhanced existing and developed new public and private partnerships to better serve older adult caregivers.

Timeline: 10/01/2019 to 09/30/2020

Progress

The Caregiver Resource Network conducted its bi-monthly meetings in November, January, March and May. In November we hosted a local therapist who, discussed how we can still connect with our loved ones during the Holidays while facing a pandemic. Our January meeting was the state of the CRN and the efforts of our members. In March we invited a speaker the Grand Rapids Chamber of Commerce to talk about why African American history is important through all the months. In May, we had a leadership consultant talk about how to lead during a time of crisis. Due to the pandemic all meetings were held virtually this past fiscal year. We are pleased to share though that despite being virtual, we had great turn outs to our meetings. We believe that we are still connecting as a group, and therefore improving our service to older adults.

The CRN website continued to be updated. We believe that many people have found our services during the pandemic through our website.

3. Employ a robust advocacy strategy utilizing a wide variety of resources available including but not limited to AAAWM staff, Board, and Advisory Council as well as other partner organizations.

Timeline: 10/01/2019 to 09/30/2020

Progress

This past year has turned our large productive in-person advocacy efforts to virtual events. Efforts are still supported well but by smaller groups because of the limitations or inexperience with virtual meetings.

AAAWM is very proud of the various advocacy efforts that staff and many volunteers provide during the year. Our Advisory Council which is made up of representatives from our nine-county Region. They meet monthly, their main speaker either a Michigan legislator or policy expert. Letters are sent monthly to State and Federal legislator with their opinions on issues and bills. Advisory Council members share the information they learned back to their own county connections.

The Advocates for Senior Issues is one of the largest older adult advocacy groups in the State. The membership is over 200 (?) Kent and surrounding county residents. Monthly two hour meetings involves State and Federal legislators speaking and answering questions and then a speaker on a important issue. Though only one legislator speaks each meeting, their legislative friends often come to support the speaker.

AAAWM staff are involved in MSAC meetings and the planning and coordinating of the Older Michiganians Day functions.

AAAWM also provides pertinent information on issues through our website, Facebook page and monthly newsletters. We also participate in monthly radio shows, request from media reporters and have a commercial presence on tv.

B. Help older adults maintain their health and independence at home and in their community.Objectives

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1. In FY 2020 and beyond AAAM will continue building and expanding partnerships within the aging network to disseminate healthy aging programs to older adults. 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.

Timeline: 10/01/2019 to 09/30/2020

Progress

During the pandemic months it was a challenging for our evidence based health promotion programs. Many of our partner agencies were able to use virtual class delivery has a model to reach older adults and help them continue their activity level.

AAAM's Eaglecrest Healthy Aging offered virtual programming for EnhanceFitness and Tai Chi beginning, April 2020 continuing throughout 2020 and into 2021.

2. Help older adults maintain their dental health and raise awareness of the need for quality dental care for seniors.

Timeline: 10/01/2019 to 09/30/2020

Progress

Senior Dental Days are still not taking place due to the ongoing pandemic. In 2020 dental supply bags were created and distributed to those had signed up for the Dental Day. AAAM continues to partner with the Kent County Oral Health Coalition (KCOHC) and sit on the steering committee to remain involved in dental advocacy efforts in our county and state. We hope that dental day events will be resuming soon and AAAM is still in communication with Grand Rapids Community College and the KCOHC to see if we can reschedule this event once it is safe to do so.

C. Promote elder and vulnerable adult rights and justice.Objectives

1. Members of the Lesbian, Gay, Bisexual, and Transgender (LGBT) older adult community are not as likely to access healthcare services, due to fears of being mistreated and discriminated against. Many come from a generation where society operated under a "don't ask, don't tell" mindset. AAAM will look to educate older adults on LGBT affirming services available to them, so that they have better access to aging services. Working on a grant funded by the Michigan Health Endowment Fund, AAAM, in collaboration with the Grand Rapids Pride Center, created a LGBT Resource Guide that lists different organizations who are LGBT affirming. By being a part of the guide, organizations are stating that all older adults who access their services, will be treated the same and members of the LGBT community will not be discriminated against. AAAM will ensure older adults are aware of the LGBT Resource Guide and the services it can provide to help them age in place.

Timeline: 10/01/2019 to 09/30/2020

Progress

Members of the Lesbian, Gay, Bisexual, and Transgender (LGBT) older adult community are not as likely to access healthcare services, due to fears of being mistreated and discriminated against. Many come from a generation where society operated under a "don't ask, don't tell" mindset. AAAM will look to educate older adults on LGBT affirming services available to them, so that they have better access to aging services.

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Working on a grant funded by the Michigan Health Endowment Fund, AAAWM, in collaboration with the Grand Rapids Pride Center, created a LGBT Resource Guide that lists different organizations who are LGBT affirming. By being a part of the guide, organizations are stating that all older adults who access their services, will be treated the same and members of the LGBT community will not be discriminated against. AAAWM will ensure older adults are aware of the LGBT Resource Guide and the services it can provide to help them age in place.

2. Coordination of the Kent County Elder Abuse Coalition

Timeline: 09/30/2019 to 10/01/2020

Progress

AAAWM coordinates the Kent County Elder Abuse Coalition, which consists of over 100 members representing over 50 local nonprofit, profit, legal, and government agencies. The monthly coalition meetings comprise of a training on an elder abuse-related topic from a community professional and following the training, there is time for coalition updates and collaboration on elder abuse cases. For the 2021 fiscal year the following trainings have been provided to the coalition; Financial Exploitation Investigation, Suicide Prevention, Long-Term Care Facility updates, Mental Health resources, Housing and Evictions for Seniors, Licensing and Regulatory Affairs protocols, and new Elder Abuse Legislation. The coalition has been meeting virtually for FY21 due to the continued pandemic. In early 2021, the coalition created an Elder Abuse Case Review Subcommittee which consists of the Kent County Prosecuting Attorney, Adult Protective Services, Legal Assistance, Long-Term Care Ombudsman, and Licensing and Regulatory Affairs (LARA).

D. Conduct responsible quality management and coordination of West Michigan's aging network.Objectives**1. Care Management participants reporting social isolation with distress will not exceed 9%**

Timeline: 10/01/2019 to 09/30/2020

Progress

13.5% of Care Management clients reported social isolation with distress. The Covid-19 pandemic has had an impact on this population. Care Managers added monthly calls in addition to the requirements in the CM service standard, to ascertain from participants any new issues or needs. AAAWM also embarked, through the No Wrong Door grant, on a project to provide participants with animatronic pets or electronic notebooks to help with feelings of isolation.

2. 95% of Care Management participants will report they either agree or strongly agree to the statement "The services I receive are helping me remain at home".

Timeline: 09/30/2019 to 10/01/2020

Progress

99% of AAAWM Care Management participants reported they agree or strongly agree that service help them remain at home.

3. 90% of Care Management participants will show a higher self-rating of their quality of life after receiving community based services.

Timeline: 09/30/2019 to 10/01/2020

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Progress

94% of Care Management participants report a higher quality of life after receiving services (compared to 57% reporting negative or neutral to the question prior to service implementation).

E. Improve the accessibility of services to Michigan's communities and people of color, immigrants and LGBTQ+ individuals

Objectives

1. AAAWM will offer unconscious bias as well as diversity, equity and inclusion training to staff and Older Americans Act Service Partners.

Timeline: 10/01/2020 to 09/30/2021

Progress

- There have been three trainings on Implicit Bias this year. The AAAWM Supervisors, staff and then Service Partners. Additional trainings will be provided to those who were not able to attend the first trainings
- Diversity Equity and Inclusion (DEI) In-House Committee – started meeting in February 2021. They 14 member group meets monthly.
- DEI Committee has compiled a media list of inclusive content and research. This is an ongoing project that is continuously updated and will be shared with staff.
- DEI Committee is starting a media club, which will have monthly meetings focusing the discussion on a specific inclusive topic within media for that month. Source material maybe a book, movie, article, or various other media sources.
- DEI Committee has identified an initial focus area for improvement pertaining to the imagery and inclusivity on our website and within our print material. The Committee has taken action to start gathering updated imagery and posting more diverse and inclusive images and information online and in our print material.
- DEI Committee Chairs researched, analyzed and selected a vendor to perform a DEI assessment of the agency. Once areas of improvement are identified following the assessment, additional DEI training will be offered focusing on those areas that need improvement.

2. AAAWM Outreach Specialist will ensure culturally and linguistically appropriate outreach .

Timeline: 10/01/2020 to 09/30/2021

Progress

o Objective:

? AAAWM Outreach Specialist will ensure culturally and linguistically appropriate outreach .

o Activities: Utilization of interpreter services and employees who are bi-lingual in Spanish.

? AAAWM Outreach Specialist will reach minorities by partnering with local churches, Hispanic and Latinx centers, Pride Centers, Community Mental Health organizations, as well as other organizations who serve minority populations.

o Expected Outcome:

? Communities and people of color, immigrants and LGBTQ+ individuals will have increased knowledge of AAAWM and its available services.

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2022 Program Development Objectives

The area agency must enter each new program development goal in the appropriate text box. It is acceptable, though not required, if some of the area agency's program development goals correspond to AASA'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:

NarrativeObjectives

1.

Timeline: to

ActivitiesExpected Outcome

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Supplemental Documents

This year, the completion of the Quality Outcome Measures Reporting Form (six-month report) and the Emergency Management and Preparedness document are required and may be found in the Document Library.

Supplemental Documents A through F are presented in the list below. Select the applicable supplemental document(s) from the list on the left. 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.

- A. Policy Board Membership - Required
- B. Advisory Council Membership - Required
- C. Proposal Selection Criteria - *should only be completed if there are new or changed criteria*
- D. Cash-In-Lieu-Of-Commodity Agreement - *should only be completed if there are new or changed criteria*
- E. Waiver of Minimum Percentage of a Priority Service Category - *should only be completed if there are new or changed criteria*
- F. Request to Transfer Funds - *should only be completed if there are new or changed criteria*

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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	0	0	1	1	9	20
Aged 60 and Over	0	0	0	0	1	8	20

Board Member Name	Geographic Area	Affiliation	Membership Status
Rick Cain	Allegan County	Allegan County Board of Commissioners	Elected Official
Stuart Peet	Allegan County	Older Adult	Appointed
David Hodges	Ionia County	Ionia County Board of Commissioners	Elected Official
Dennis Sitzer	Ionia County	Older Adult	Appointed
Carol Hennessy	Kent County	Kent County Board of Commissioners	Elected Official
Nancy Nielsen	Kent County	Older Adult	Appointed
Milinda Ysasi	City of Grand Rapids	Grand Rapids City Commission	Elected Official
Jane DeVries	City of Grand Rapids	Older Adult	Appointed
Michael Beach	Montcalm County	Montcalm County Board of Commissioners	Elected Official
Linda Weger	Montcalm County	Older Adult	Appointed
Ken DeLaat	Newaygo County	Newaygo County Board of Commissioners	Elected Official
Cindy LaBelle	Newaygo County	Older Adult	Appointed
Tim Michell	Osceola County	Osceola County Board of Commissioners	Elected Official
Richard Karns	Osceola County	Older Adult	Appointed
Betty Dermeyer	Lake County	Lake County Board of Commissioners	Elected Official

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Marilyn Burns	Lake County	Older Adult	Appointed
Ron Bacon	Mason County	Mason County Board of Commissioners	Elected Official
Kim Halladay	Mason County	Older Adult	Appointed
Bill Routley	Mecosta County	Mecosta County Board of Commissioners	Elected Official
Sharon Bongard	Mecosta County	Older Adult	Appointed

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SUPPLEMENTAL DOCUMENT B**Advisory Board Membership**

	Asian/ Pacific Islander	African American	Native American/A laskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	2	0	0	1	11	18
Aged 60 and Over	0	1	0	0	0	0	0

Board Member Name	Geographic Area	Affiliation
Bob Sunholm	Mason County	Older Adult
Harold Mast	Kent County	Older Adult
Barb Hazlet	Osceola County	Older Adult
Priscilla Kimboko	Kent County	Grand Valley State University
Jerilyn Strong	Mecosta County	Mecosta County Board of Commissioners
Mary Bechaz	Mecosta County	Older Adult
Helen Taube	Newaygo County	Older Adult
Tim Reno	Montcalm County	Older Adult
Ben Witbrodt	Montcalm County	Older Adult
Natalie VanHouten	Allegan County	Older Adult
Nellie Blue	Lake County	Older Adult
Martha Burkett	Kent County	Kent County Veterans Department
James Thomas	Mason County	Older Adult
Kenneth Thompson	Ionia County	Older Adult
Mary Lou Proefrock	Osceola County	Older Adult
Melanie Grooters	City of Wyoming	Older Adult
Monica Sparks	Kent County	Kent County Board of Commissioners
Thomas Peelle	Allegan County	Older Adult

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SUPPLEMENTAL DOCUMENT D

**Agreement for Receipt of Supplemental Cash-In-Lieu of Commodity Payments for the
Nutrition Program for the Elderly**

The above identified agency, (hereinafter referred to as the GRANTEE), under contract with the Aging and Adult Services Agency (AASA), affirms that its contractor(s) have secured local funding for additional meals for senior citizens which is not included in the current fiscal year (see above) application and contract as approved by the GRANTEE.

Estimated number of meals these funds will be used to produce is:**40,000**

These meals are administered by the contractor(s) as part of the Nutrition Program for the Elderly, and the meals served are in compliance with all State and Federal requirements applicable to Title III, Part C of the Older Americans Act of 1965, as amended.

Therefore, the GRANTEE agrees to report monthly on a separate AASA Financial Status Report the number of meals served utilizing the local funds, and in consideration of these meals will receive separate reimbursement at the authorized per meal level cash-in-lieu of United States Department of Agriculture commodities, to the extent that these funds are available to AASA.

The GRANTEE also affirms that the cash-in-lieu reimbursement will be used exclusively to purchase domestic agricultural products, and will provide separate accounting for receipt of these funds.

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SUPPLEMENTAL DOCUMENT E

Waiver of Minimum Percentage For a Priority Service Category

Priority Service Category for which Waiver is being requested:		Legal Services
Source of Funds	Amount of Funds	Amount of Title III-B
3E and Kent Co. Senior Millage	83,671	50,000
Rationale Statement: Explain how waiving the respective required minimum percentage will enhance the service delivery system to be implemented under this plan. (For additional context, refer to AASA Transmittal Letter 2005-107, July 27, 2005.)		
The required 3B funding for Legal services will exceed the minimum right now of \$61,671. We are currently proposing to use \$62,000 from 3B, but this will decrease if additional 3B funds are required. We will also use \$8,000 from 3E and allocate \$72,000 from Kent County Senior Millage.		
This will allow more 3B funding for other services.		

