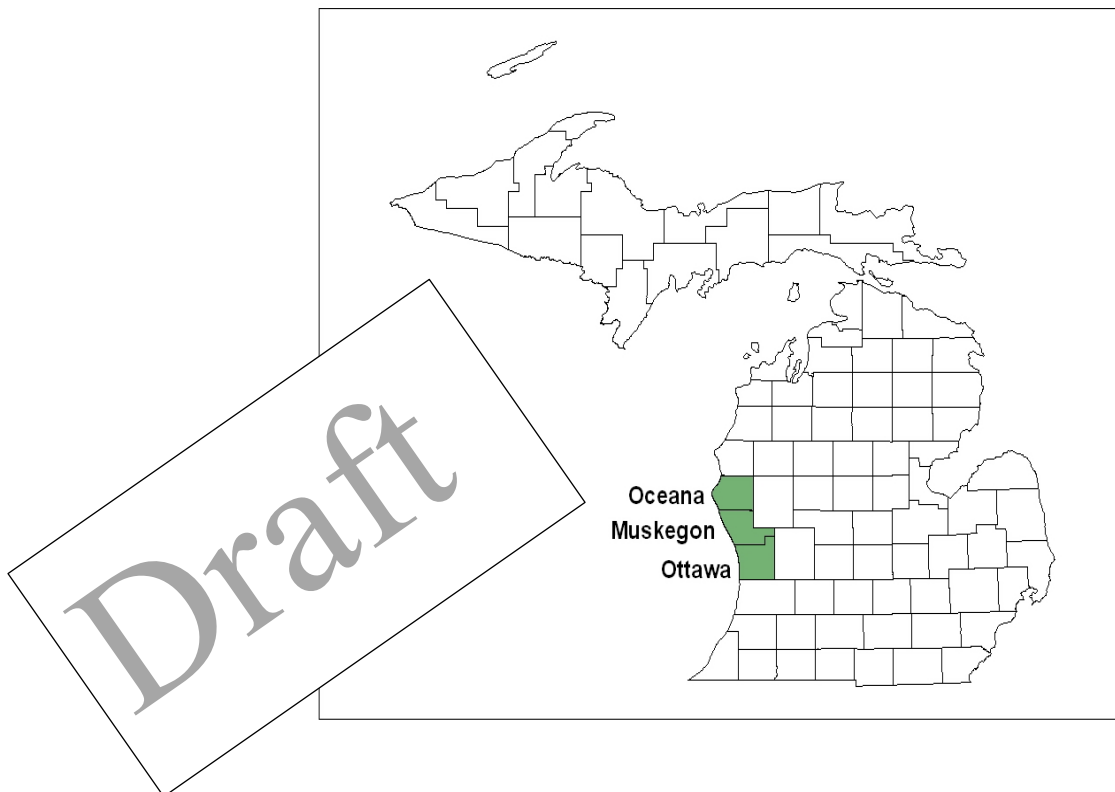




## Annual Implementation Plan FY'2021



Senior Resources of West Michigan  
560 Seminole Rd.  
Muskegon, MI 49444  
(231) 739-5858 or 800-442-0054  
Pam Curtis, Chief Executive Officer  
Amy Florea, Community Services Director

STATE OF MICHIGAN  
Michigan Department of Health & Human Services  
**AGING AND ADULT SERVICES AGENCY**

**FY2020-2022 Multi Year Plan**

**FY 2021 Annual Implementation Plan**

**Senior Resources**

**FY 2021**

**Table of Contents**

Executive Summary	4
County/Local Unit of Government Review	6
2021 Plan Highlights	7
Access Services	9
Approved MYP Program Development Objectives	11
2021 Program Development Objectives	15
Supplemental Documents	17
Approved Multi-Year Plan Highlights	19

Senior Resources

FY 2021

**Executive Summary**

**Please provide a summary that describes the area agency and the implementation plan for this coming year in the space provided. Include a brief description of the planning and service area, agency mission, vision, strengths, challenges, opportunities and primary focus for FY 2021.**

For 46 years, Senior Resources has served West Michigan as the gateway to local resources , planning efforts and services to support older adults, their families and caregivers in Muskegon, Oceana and Ottawa counties.

It is the vision of Senior Resources to promote lifelong dignity and independence. That vision coupled with our mission of providing a comprehensive and coordinated system of services designed to promote the independence and dignity of older persons and their families - a mission compelling us to focus on older persons in greatest need and to advocate for all - guides our purpose. Senior Resources serves as a respected focal point and acts as an advocate for the elderly by advancing causes or issues that are vital to their welfare. It is a goal of the agency to inform and educate seniors, families and the public on available services and issues affecting older adults. From advocacy at the national and state levels, to partnering with a local senior center or food bank, we recognize the need to be active and involved in all aspects of our community.

We directly provide a variety of services that support individuals , families, and caregivers in the form of case management and options counseling. Our staff talk with thousands of individuals to assist them in gaining information about local services and to access support. Services provided through contracts include: congregate nutrition, home-delivered meals, adult day care, transportation, legal services, respite care, in-home personal care, kinship, and family caregiver support.

Within PSA 14, a total of 91,966 people are over the age of 60, or 20% of the total population. Projections show that over the next five years, 2020-2025, this number for Muskegon, Oceana and Ottawa counties will increase by 32,029 for an estimated 26% of the population living in the PSA over the age of 60.

Geographically, the PSA encompasses both urban and rural areas, which present unique strengths and weaknesses for the older adults and the service organizations who seek to meet their needs.

Maintaining home care services in levels sufficient to meet the needs of older persons and their caregivers to remain in the living environment of their choice continues to be the focus of service delivery within the PSA. As the older adult population increases, so does the need for in home services. As funding for these programs continues to remain static, we are obliged to continually evaluate our prioritization guidelines to ensure we are serving those most at risk physically and financially. Even so, waitlists are long.

Senior Resources staff and community partners remain our greatest strength as they continually strive to find services to meet needs, connecting with each other to build capacity and improve the quality of services and the service experience by the older adults and their caregivers. Without this dedicated and loyal group of people, there would be no aging network.

It is the agency's specific goal to effectively implement the Older Americans Act by developing and administering a regional area plan for coordinating and contracting with viable agencies for services for

STATE OF MICHIGAN  
Michigan Department of Health & Human Services  
**AGING AND ADULT SERVICES AGENCY**

**FY2020-2022 Multi Year Plan**

**FY 2021 Annual Implementation Plan**

---

**Senior Resources**

**FY 2021**

persons 60 years and older. This 2021 Area Plan updates our 2020-2022 Multi-Year Plan.

Senior Resources

FY 2021

**County/Local Unit of Government Review**

The Area Agency on Aging must send a letter, with delivery and signature confirmation, no later than June 30, 2020, to the chairperson of each County Board of Commissioners within the Planning and Service Area (PSA), requesting their approval of the final AIP by August 3, 2020. For a PSA comprised of a single county or portion of the county, approval of the AIP is to be requested from each local unit of government within the PSA. If the area agency does not receive a response from the county or local unit of government by August 3, 2020, the AIP is deemed passively approved. The area agency must notify their AASA-assigned field representative by August 7, 2020, whether their counties or local units of government formally approved, passively approved or disapproved the AIP.

The area agency may use electronic communication, including email and website-based documents, as an option for acquiring local government review and approval of the AIP. To employ this option, the area agency must do the following:

- Send a letter through the US Mail, with delivery and signature confirmation, to the chief elected official of each appropriate local government advising them of the availability of the final draft AIP on the area agency's website. Instructions for how to view and print the document must be included.
- Offer to provide a printed copy of the AIP via US Mail, or an electronic copy via email, if requested.
- Be available to discuss the AIP with local government officials, if requested.
- Request email notification from the local unit of government of their approval of the AIP or their related concerns.

Describe the efforts made to distribute the AIP to, and gain support from, the appropriate county and/or local units of government.

Senior Resources will send a draft copy of the 2021 Area Plan via certified mail or email with a delivery receipt and read receipt request to each chairperson of the county commissioner's board and the administrator of the board for each county in our region no later than May 20, 2020. In a cover letter sent to the chairperson of each board of commissioners, Senior Resources will offer to attend the County Board meeting or any subcommittee of that Board for each county in our region to respond to any questions related to the plan. The letter will indicate that if we do not hear from their local units of government prior to August 7, 2020 with a written or emailed resolution or approval, Senior Resources will assume their board's passive approval of the plan.

Senior Resources

FY 2021

**2021 Plan Highlights**

**The FY 2021 AIP Highlights should provide a succinct description of the following:**

**--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 2021. If there are no new activities or changes planned, note that in your response.**

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

**--A description of progress made through advocacy efforts to date and focus of advocacy efforts in FY 2021.**

**Please provide a narrative about what, if anything, the area agency is planning that is new for FY 2021, or that is significantly different from the established FY 2020-22 Multi-Year Plan (MYP). If there are no new activities or changes planned, note that in your response. In addition, include area agency plans to handle the likelihood of reduced federal funding, including any specific alternative funding sources to be pursued. Finally, describe progress made through Multi-Year Plan (MYP) advocacy efforts to date and the area agency's specific planned advocacy focus in FY 2021.**

At this time, Senior Resources leadership and workforce are putting considerable efforts forth to meet the needs of older persons in our region during this unrepresented COVID-19 pandemic. Our previous methods of assisting older persons and their caregivers with access to services and service provision are being revised to meet recommend safety guidelines, emerging participant needs and support the ongoing service structure. With state and federal recommendations changing on a regular basis, Senior Resources remains committed to seeking input from older adults, caregivers and service providers to identify emerging community needs, develop or partner with other organizations to meet the service needs, and assess the efficacy of the service. There will likely continue to be new activities developed or service waivers requested to meet service needs and Senior Resources will strive to remain nimble during this time of uncertainty.

As Senior Resources currently has waiting lists for services, the population ages, and we navigate the COVID-19 crisis, funding will not meet the demand for services. Senior Resources is committed to assisting all older persons in our region with access to desired services, information and support, options related to living preferences, care in their homes, and eligibility for aging services and other community programs. Since state and federal funding does not meet demands for in-home service requests, Senior Resources is obliged to continually evaluate our prioritization guidelines to ensure we are serving those most at risk physically and financially in the spirit of the Older Americans Act and as our mission states .

At the federal level we are happy to report that the Supporting Older Americans Act of 2020 was passed and extends the Older Americans Act (OAA) for five years, increasing funding levels for its programs by 7 percent in federal fiscal year 2020 and by 6 percent each year from 2021 to 2024. This reauthorization increases the emphasis on services and actions that will help older Americans cope with social isolation, and extends the RAISE Family Caregivers Act, which requires the federal government to create a nationwide strategy to support family caregiving. Plus, it strengthens the National Family Caregiver Support Program, which provides family caregivers with vital respite care for their loved ones, along with education, training, and other support.

STATE OF MICHIGAN  
Michigan Department of Health & Human Services  
**AGING AND ADULT SERVICES AGENCY**

**FY2020-2022 Multi Year Plan**

**FY 2021 Annual Implementation Plan**

---

**Senior Resources**

**FY 2021**

Senior Resources is enjoying our 5th year of CARF accreditation and in the Spring of 2020 underwent our 1st NCQA survey. We are awaiting the results of that survey.

At this writing, there are no substantial changes or new activities planned for FY2021.

Senior Resources

FY 2021

**Access Services**

Some access services may be provided to older adults directly through the area agency without a direct service provision request. These services include: Care Management; Case Coordination and Support; Options Counseling; Disaster Advocacy and Outreach Programs; Information and Assistance; Outreach, with specific attention to outreach with underserved populations, including people of color, people with disabilities, lesbian, gay, bisexual, transgender and other (LGBTQ+) older adults; and Merit Award Trust Fund/State Caregiver Support-funded Transportation. If the area agency is planning to provide any of the above noted access services directly during FY 2021, complete this section.

Select from the list of access services those services the area agency plans to provide directly during FY 2021, and provide the information requested. Also specify, in the appropriate text box for each service category, the planned goals and activities that will be undertaken to provide the service.

Direct service budget details for FY 2021 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. The Area Plan Grant Budget uploaded and saved in AMPS must include Direct Service Budget details.

**Care Management**

<u>Starting Date</u>	10/01/2020	<u>Ending Date</u>	09/30/2021
Total of Federal Dollars	\$0.00	Total of State Dollars	\$37,913.00

Geographic area to be served  
Muskegon, Oceana and Ottawa Countie

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

Goal: Supports Coordinators will employ Person Centered Thinking and self-determination to assure consumer choice in services and providing agencies or people.

Time Line: Through September 30, 2022.

Outcome: Consumers will have greater autonomy regarding their care resulting in a higher satisfaction rate and continued compliance.

Goal: Supports Coordinators will assist the consumer and their family in identification of natural supports, personal resources and other community/external resources available for long-term care.

Time Line: Through September 30, 2022.

Outcome: Consumers will have awareness of and access to community support services.

Goal: Case Coordination & Support consumers will be moved to Care Management or MI Choice/Waiver programs as frailty increases and eligibility becomes evident.

Time Line: Through September 30, 2022.

Outcome: Consumers will have greater ease of access to services.

Number of client pre-screenings:	Current Year:	1,200	Planned Next Year:	1,200
----------------------------------	---------------	-------	--------------------	-------



STATE OF MICHIGAN  
Michigan Department of Health & Human Services  
**AGING AND ADULT SERVICES AGENCY**

**FY2020-2022 Multi Year Plan**

**FY 2021 Annual Implementation Plan**

**Senior Resources**

**FY 2021**

Number of initial client assesments:	Current Year: 100	Planned Next Year: 120
Number of initial client care plans:	Current Year: 100	Planned Next Year: 120
Total number of clients (carry over plus new):	Current Year: 220	Planned Next Year: 230
Staff to client ratio (Active and maintenance per Full time care	Current Year: 1:35	Planned Next Year: 1:35

**Case Coordination and Support**

<u>Starting Date</u>	10/01/2020	<u>Ending Date</u>	09/30/2021
Total of Federal Dollars	\$158,063.00	Total of State Dollars	\$181,984.00

Geographic area to be served  
Muskegon, Oceana and Ottawa Countie

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

Goal: Supports Coordinators will employ Person Centered Thinking and self-determination to assure participant choice in services and providing agencies or people.

Time Line: Through September 30, 2022.

Outcome: Participant will have greater autonomy regarding their care resulting in a higher satisfaction rate and continued compliance.

Goal: Supports Coordinators will assist the participant and their family in identification of natural supports, personal resources and other community/external resources available for long-term care.

Time Line: Through September 30, 2022.

Outcome: Participant will have awareness of and access to community support services.

Goal: Case Coordination & Support participant will be moved to Care Management or MI Choice/Waiver as frailty increases and eligibility becomes evident.

Time Line: Through September 30, 2022.

Outcome: Participant will have greater ease of access to services.

**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.

For those area agencies that have an approved Community for a Lifetime (CFL) or aging-friendly goal and objective(s) for FY 2020, the following information should be addressed in the progress to date text box:

- A. Which community achieved CFL or aging-friendly recognition (if any) and if none;
- B. Which communities were the area agency involved with to encourage them to engage in conducting an aging-friendly assessment and/or improvement activities and;
- C. What were the lessons learned for the area agency and other community partners from the process of raising awareness about the value of aging-friendly communities and;
- D. What improvements (if any) were made in communities in the PSA to make them more aging friendly?

Please provide information on progress to date for each established objective under the section tab entitled "Progress."

**Area Agency on Aging Goal**

- A. Enhance food service delivery throughout the PSA.

Objectives

1. Update menu to be consistent with current trends while maintaining adequate nutrition.  
Timeline: 10/01/2019 to 09/30/2022

Progress

April 2020 Report

- 94% of participants stated the overall meal program and service is either excellent (48%) or good (46%)
- 84% of participants agree or strongly agree that the food served is a good value for the suggested donation.
- Planning new menu cycles has not begun.

2. Provide quality improvement and consistency to products by examining procedures and processes in the main kitchen.

Timeline: 10/01/2019 to 09/30/2022

Progress

April 2020 Report

According to AgeWell Service's semi-annual participant survey, participants in the Congregate and HDM programs ranked their satisfaction with our menu and products very high.

**Senior Resources**

**FY 2021**

**Congregate Meal Site Participants**

95.59% of participants feel the food service is a good value for their donation.

Overall, participants rated the appearance, variety, portion size and overall taste very high. Areas scored less (but still in the 90th percentile) were flavor, consistency and temperature.

This information supports the need for more scratch cooking to improve the taste and seeking more innovative ways to keeping food warm/cold as it travels to our meal sites.

Employing a Certified Trainer increased consistency in the way the food tastes and appears, as well as ensuring proper portions.

**Home Delivered Meal Participants**

94.05% of respondents rated the overall menu "excellent" or "good".

84% of participants agree or strongly agree that the food served is a good value for the suggested donation.

According to the HDM participants, their biggest feedback is to increase the variety of menu items, but 44.12% of people made it clear they do not want to pre-select their frozen meals. Therefore, this shows another trend that our 4 menu types (hot n hearty, frozen, salad, sandwich menus) are working but they want more variety in the

3. To review and create a strong Emergency Plan that is responsive to participant needs and team member safety.

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

Progress

April 2020 Report:

- All Emergency Plans have been completed at this time.
- Currently, our meal service provider, AgeWell Services, is working on updating those procedures to reflect altered services in a Pandemic.

**B. Increase the identification, awareness and prosecution of elder abuse within the region, state and nation.**

Objectives

1. Continue the development and implementation of the Vulnerable Adult Multi-Disciplinary Team (VA-MST)

Timeline: 10/01/2019 to 09/30/2022

Progress

April 2020 Report:

- The VA-MST has increased the prosecution rates by 450% in Muskegon County.
- The VA-MDT is expected to meet 11 months. One meeting was cancelled due to the Pandemic. The next meeting will take place over ZOOM.
- We have provided victim advocacy for 33 seniors.
- A new MDT has formed in Ottawa County.

2. Increase education efforts to the public regarding elder abuse, scams and exploitation.

Timeline: 10/01/2019 to 09/30/2022

Progress

April 2020 Report:

- The Provider's Conference was scheduled for May 2020 but has been cancelled to follow the Governor's

**Senior Resources**

**FY 2021**

Executive Stay Home, Stay Safe Order.

- The Senior Symposium takes place in September 2020.
3. To create and implement a Mandated Reporter Training in collaboration with Adult Protective Services .  
Timeline: 10/01/2019 to 09/30/2022

Progress

April 2020 Report:

- This project just started. There is nothing to report at this time.

**C. Address the opioid crisis in the aging population.**

Objectives

1. Increase community linkages and support for persons 60+ experiencing the effects of opioid misuse or addiction.  
Timeline: 10/01/2019 to 09/30/2022

Progress

Conversations have begun with local doctors offices regarding opioid use and management and the link between pain and emergency department usage. Senior Resources is exploring how to effect change on this issue by creating or linking participants to easily accessible support and pain management services.

**D. Increase support and training for family caregivers.**

Objectives

1. To increase caregiver efficacy and reduce caregiver burden .  
Timeline: 10/01/2019 to 09/30/2022

Progress

In the fall of 2019, Senior Resources hired a full time Caregiver Support Specialist to facilitate, coordinate and oversee caregiver support services throughout the region. The Caregiver Support Specialist is bilingual in Spanish and English and trained in Savvy Caregiver, Powerful Tools for Caregivers and she and two other members of the Senior Resources workforce are T-Care trained. Since October 2019, three new support groups have been formed in areas of the region that previously did not have local caregiver support. During the COVID crisis, each caregiver registered for support has received a weekly phone call to inquire regarding needs and to offer phone support. During the crisis, caregivers who self-identified as desiring phone support were added to the weekly call list.

**E. Help older adults maintain their health and independence at home and in the community.**

Objectives

1. One community within the PSA will achieve the Community for a Lifetime(CFL) designation by September 30, 2022. (CFL) program is designed to improve the lives of all residents keeping members healthy and engaged, will enhance availability of key services and supports that assist seniors in coping with the predictable

STATE OF MICHIGAN  
Michigan Department of Health & Human Services  
**AGING AND ADULT SERVICES AGENCY**

**FY2020-2022 Multi Year Plan**

**FY 2021 Annual Implementation Plan**

**Senior Resources**

**FY 2021**

problems of aging without further burdening their caregivers, exhausting their financial resources or increasing the likelihood that they must leave home for more intensive and more expensive settings, such as assisted living or long term care. CFL will assist seniors in averting health costs for themselves, Medicare and Medicaid and allow them to support themselves throughout their lives.

Timeline: 10/01/2019 to 09/30/2022

Progress

To date, no progress has been made in this area.

2. Increase the number of affordable housing options available to older adults within the PSA.

Timeline: 10/01/2019 to 09/30/2022

Progress

Two counties within our three county region are actively working to secure affordable senior housing for the communities they serve. In Ottawa County a subcommittee of Housing Next, the organization that specializes in housing concerns for all populations, is working to find a suitable location to develop and build subsidized housing for seniors. They have secured partner organizations which have committed to a project when the location requirements have been met.

Last year in Oceana County, Senior Resources funded a study to determine how many senior units will be required in the next several years and at what level of affordability these units will need to be at. That study is being used to set course for the next step in development.

Senior Resources is continuing to advocate for senior affordable housing and participate in housing committees and coalitions throughout the region.

**2021 Program Development Objectives**

Historical biases such as economic deprivation, social ostracization (exclusion), and inequitable exposures to occupational and environmental hazards have resulted in lower health outcomes for Michigan's communities/people of color, recent immigrants and lesbian, gay, bisexual, transgender and other (LGBTQ+) persons. Effects of such bias have been shown to result in poorer health outcomes because of limits on access to social programs, in-home support services and health care, as well as physiological responses to living with chronic discrimination. Mortality rates and chronic health conditions are higher among these population groups.

The Michigan Department of Health and Human Services' (MDHHS) Diversity, Equity and Inclusion (DEI) Council was formed in May of 2018 around this mission statement: *"To promote and foster a culture that values diversity, equity and inclusion throughout MDHHS and the diverse communities we serve in order to achieve our highest potential."* An explanation of DEI and links to available trainings are included in the Document Library.

**New Required Goal**

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

Please assess and summarize how well the area agency is currently addressing accessibility for the groups listed above and complete the objectives, strategies and activities that are indicated for quality improvement in this area. Include planned efforts to:

- (a) Ensure that AAA staff and subcontractors are trained in diversity, equity and inclusion.
- (b) Ensure that programming and outreach is culturally sensitive and welcoming to all.
- (c) Ensure that culturally and linguistically appropriate outreach is directed to non-English speaking persons and that providers are trained to adapt to diverse cultural needs.

**New Program Development Goals and Objectives**

Please provide information for any *new* program development goals and objectives that are proposed by the area agency during FY 2021. 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 Objective section.)

**Senior Resources**

**FY 2021**

**Area Agency on Aging Goal**

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

State Goal Match: 1

Narrative

Senior Resources recognizes that cultural competency is critical to reducing health disparities and improving older persons' access to health care that is respectful and responsive to the needs of all persons within our region. Culture involves many aspects, including personal identification, language, thoughts, communications, actions, customs, beliefs, values, and institutions that are often specific to ethnic, racial, religious, geographic, or social groups. To that end, Senior Resources has assembled a Cultural Competency Committee who meets regularly to assess diverse needs within our region, interventions taken to meet the needs of these groups and analysis the results of the interventions. This is an ongoing process that requires input from community members and partnerships with organizations that specialize in services to meet the needs of these unique groups. We strive to ensure that our communication, marketing efforts, and service delivery are unique for individuals based on their preferences

Objectives

1. To educate Senior Resources workforce on the unique needs to the LGBT elders in our region .  
Timeline: 10/01/2020 to 09/30/2021

Activities

Provide information to Senior Resources staff and the aging network in our region regarding the existence and special needs of LGBT elders. Educate the LGBT organizations within the region to the services provided by Senior Resources of West Michigan and market to and inform LGBT individuals regarding Senior Resources of West Michigan and services offered by our organization.

Expected Outcome

Senior Resources work force will be poised and ready to meet the unique needs of all populations within the region.

Senior Resources

FY 2021

**Supplemental Documents**

Supplemental Documents A through G 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 – *not required for the FY 2021 AIP*
- B. Advisory Council Membership – *not required for the FY 2021 AIP*
- C. Proposal Selection Criteria - *should only be completed if there are new or changed criteria for selecting providers*
- D. Cash-In-Lieu-Of-Commodity Agreement - *should be completed if applicable to the area agency's 2021 AIP*
- E. Waiver of Minimum Percentage of a Priority Service Category - *should be completed if applicable to the area agency's 2021 AIP*
- F. Request to Transfer Funds - *should be completed if applicable to the area agency's 2021 AIP*
- G. 2021 Evidence Based Programs Document - *required to be completed for each Title III-D funded EBDP program and uploaded into AMPS*  
*(The form to be used is located in the Documents Library)*



STATE OF MICHIGAN  
Michigan Department of Health & Human Services  
**AGING AND ADULT SERVICES AGENCY**

FY2020-2022 Multi Year Plan

FY 2021 Annual Implementation Plan

Senior Resources

FY 2021

**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:**

**180,770**

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.

**Approved Multi-Year Plan Highlights**

**The Multi-Year Plan Highlights provide an overview of the FY 2020-2021 MYP priorities set by the area agency as approved by the Commission on Services to the Aging. These highlights serve to provide an overall reference for the established three-year planning period. They also help to provide a framework and context for activities planned during the FY 2021 AIP. The FY 2020-2022 MYP Highlights are included as a read-only section. No further entry by the area agency is necessary.**

**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.**

Senior Resources was designated as an Area Agency on Aging in 1974 by the State of Michigan to administer the federal Older Americans Act and the Older Michiganians Act funding. This year will mark the 45th year that Senior Resources has served West Michigan as the gateway to local resources, planning efforts and services to help older adults, their families and caregivers in Muskegon, Oceana and Ottawa Counties.

It is the vision of Senior Resources to promote lifelong dignity and independence. That vision coupled with our mission of providing a comprehensive and coordinated system of services designed to promote the independence and dignity of older persons and their families - a mission compelling us to focus on older persons in greatest need and to advocate for all - guides our purpose. Senior Resources serves as a focal point and acts as an advocate for the elderly by advancing causes or issues that are vital to their welfare. It is a goal of the agency to inform and educate seniors, families and the public on available services and issues affecting older adults. In addition, Senior Resources staff is active in many local, regional, and statewide groups and organizations. From advocacy at the national and state levels, to partnering with a local senior center or food bank, we recognize the need to be active and involved in all aspects of our community.

We directly provide a variety of services that support individuals, families, and caregivers in the form of case management and options counseling. Our staff talk with thousands of individuals to assist them in gaining information about local services and to access support. Services provided through contracts include: Congregate nutrition, home-delivered meals, adult day care, transportation, legal services, respite care, in-home personal care, kinship and family caregiver support.

It is the agency's specific goal to effectively implement the Older Americans Act by developing and administering a regional area plan for coordinating and contracting with viable agencies for services for persons 60 years and older. The Area Plan outlines a considerable amount of information about our communities such as a demographic overview and provider and service systems, as well as multi-year planning objectives and the 2020 projected spending proposals.

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

Within PSA 14, a total of 91,966 people are over the age of 60 or 20% of the total population. This is an increase from 2017 of 1.2%. Projections show that over the next five years, 2020-2025, this number for Muskegon, Oceana and Ottawa Counties will increase by 32,029 for an estimated 26% of the population living in the PSA over the age of 60.

The three counties within our PSA are each unique. The largest county is Ottawa with a population of 272,135 and a 60+ population of 49,665 or 18%. Ottawa County has a 2%, 60+ minority population with 4% of that

**Senior Resources**

**FY 2021**

demographic living in poverty; among all persons age 60+, 17% are living in poverty. 26% of Ottawa County residents over the age of 60 report living with a disability and 460 people report a kinship care arrangement. Muskegon County to the north of Ottawa has a total population of 171, 485 with 35,615 or 21% being over the age of 60. 12% of those over age 60 are a minority population with African American being the most predominant ethnicity at 9%. Poverty levels for all 60+ residents in Muskegon County is high, coming in at 18%. 32% of older adults in Muskegon County are living with a disability and 26% of them live alone. Oceana County is considered rural by definition with 52 people on average inhabiting each square mile. Oceana County has a total population of 26,230 with 6685 of those people being over the age of 60, or 25%. Oceana County has a small minority population of 2%, with 4% of them living in poverty. Overall, of Oceana county seniors, 22% of them live in poverty and 33% of them live alone. 73 people age 60+ report providing kinship care. 32% of those age 60+ live with a disability.

**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.**

In-home services sufficient to assist older adults and their caregivers to remain in their environment of choice continues to be the focus of service delivery. Home delivered and congregate meals, respite care, adult day services and homemaking are the top funded service categories and they remain the services with the highest anticipated number of participant utilization. Individuals in need of homecare services must become clients of either one of the Case Coordination & Support programs or the Care Management program in order to receive services through our Purchase of Service system. Participants choose from a group of contracted personal care, homemaking, in-home respite, and adult day care providers. Supports coordinators, along with the participant and the participant's support team, consider the person's physical, social and financial needs and then, if applicable, make arrangements for in-home services including: home delivered meals, personal care, in-home respite, homemaking, medication management, personal emergency response systems and adult day care. If necessary, transportation services can be arranged, Medicare, Medicaid and other insurance counseling can be provided with additional assistance available through the MMAP Program. Referrals are also made to other applicable community programs.

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

Program objectives over the next three years focus on the support and training of family caregivers, enhancing food service delivery, advancing the prosecution of elder abuse in the region and partnering with local communities to ensure that communities that are accessible and livable for all ages.

We understand that it is important for participants in food programs to find satisfaction and enjoyment in the food that is offered as eating for older adults is about more than hunger and nutrition. Over the past several years a demographic shift has occurring throughout the country with different and increased expectations trending. We are seeing that the younger senior demographic is more discerning regarding food choices than their older counterparts and older seniors, who often lack a strong hunger signal, must find food appealing to eat. To meet varied needs, Senior Resources and our meal provider will engage in activities that will move towards increasing overall satisfaction with meals provided. We will put into process policies that will produce consistent high-quality food products by developing training guidelines to ensure food staff are appropriately and thoroughly trained, use input from participant satisfaction surveys, advisory committees and other feedback to trial menu items and continue that improvement on an ongoing basis.

In addition, we recognize the importance of preparing for a disaster is universal and adequate access to food and nutrition is vital to any community during a crisis. An emergency plan that addresses the ability of a food service organization to respond rapidly in an organized, safe and coordinated effort, to meet the nutritional needs

**Senior Resources**

**FY 2021**

of older adults at risk is imperative and will be developed in coordination with aging networks throughout the region.

Goals to further the awareness and prosecution of elder abuse include the utilization of a multi-disciplinary team approach is effective in communicating all aspects of the case as well as address systemic problems and identifying service gaps and /or breakdowns in coordination or communication. For a closer review of prosecutable cases, a subcommittee of the existing Tri-County Protection Team will meet once per month to ensure cases appropriate for prosecution are being addressed in the most effective way possible .

As is most of the nation, Michigan seniors are seeing the devastating consequences of the opioid epidemic include opioid misuse and related overdoses. However, the senior population is experiencing those consequences and more. Nationwide there is an increase in grandparents raising a grandchild because their adult child is misusing opioids, or the older adult may be the victim of elder abuse by a family member with an opioid addiction. Partnerships and standard referral procedures with community organizations serving those with addiction will be developed and/or enhanced.

In Michigan there are approximately 1.3 million family caregivers. These caregivers devote an estimated 1.2 billion hours in unpaid care to their person/s at a monetary value of about \$15 billion dollars a year. In addition, many of these caregivers are over the age of 60 themselves or are still working full or part time. We have seen the demands of caregiving lead to burnout and long-term placement, health issues for the caregiver and in the case of younger caregivers, create missed professional and educational opportunities that could affect their futures. It is vital that we support and train caregivers so that they can continue their work of caring. We are planning to hire a caregiver specialist as we work to meet the needs of regional caregivers.

Most people age 50+ indicate that they want to live in their home and communities for as long as possible. The Community for a Lifetime (CFL) initiative poises communities to create areas that are livable for people of all ages, abilities and economic levels. Currently, 6 areas with our region are designated as Livable Communities – 21% of the total in Michigan! Within the next three years we will encourage and support another community to plan and apply for the Community for a Lifetime designation. In addition, we know that affordable housing is a cornerstone of livable communities and as indicated in our public input sessions, a main concern among those polled. Along with amenities like access to health care, transportation options, public parks and gathering places, affordable housing makes a community welcoming to people of all ages, income levels and abilities. A wider range of housing options is required – not just single-family homes and large apartment complexes. We will work with local municipalities to seek zoning changes and all levels of government as we advocate for tax credits and housing subsidies for older renters.

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

Senior Resources' Board of Directors, staff, and stakeholders have placed a high significance on and included in our agency mission the priority to provide services to the persons most in need. To meet that mission, we partner with over 90 In-Home Care Agencies that are located in and/or provide care throughout our three-county area. In-home services, including personal care, homemaking, respite, and home-delivered meals, remain priority services as well as adult day care and caregiver services.

We work closely with the established four focal points that are situated throughout the region , two of them councils on aging, one senior wellness center and the AAA.

Senior Resources has been a contracted partner of Pathways since its conception in 2012. The Pathways to

**Senior Resources**

**FY 2021**

Better Health Program was developed from a grant received by Michigan Public Health Institute (MPHI) from the Centers of Medicaid and Medicare (CMS) Innovations Awards. The proposal introduced the role of the Community Health Worker (CHWs) embedded within social service agencies throughout program regions. Muskegon Health Project partnered with MPHI to administer the program in Muskegon, Oceana and Northern Ottawa Counties. The Community Health worker connects the participant to programs, resources, and education to improve their health outcomes and reduce risk of re-hospitalization. We currently have one Pathways CHW housed at Senior Resources.

The request for services is expected to continue to grow with the rapidly aging population and the amount of funding Senior Resources receives for services does not keep up with demand. To help alleviate some of the excess demand and at the suggestion of the Administration of Community Services, Senior Resources is partnering with CST Technology. This partnership affords us an opportunity to participate in a private pay Personal Emergency Response System that provides subscribers and their family members with enhanced access to a professionally staffed call center for all their care needs, not just those related to an emergency. Due to CST Technologies' relationship with National Area Agency on Aging Association (N4A), this partnership is a way for Senior Resources to gain revenue that is returned into service delivery.

Senior Resources Board of Directors has committed the use of our interest income to support the unmet needs program. We use these funds to purchase items such as dentures, glasses, furnace repairs, ramps, appliances, and emergency transportation.

Senior Resources contracts with CALL 2-1-1 as our first step in the continuum of care. CALL 2-1-1 is a 24 hour/7 days a week information and assistance call center with call specialists trained in helping families clarify their situation and identify the best solutions. This Information and Assistance is available region-wide. A phone call provides access to information and assistance regarding in-home services, case coordination & support, Care Management/Medicaid Waiver programs, insurance, prescriptions, taxes, transportation, support groups, home repair, housing, and a host of other community services. When the call warrants, a transfer is made to a Senior Resources Options Counselor who can listen to the caller's story, provide education, explore options, and make appropriate referrals as needed.

In the Senior Resources service area, Oceana County, Muskegon County and several townships in Ottawa County receive millage service dollars. The Oceana County Council on Aging and Four Pointes Center for Successful Aging (Ottawa County) are recipients of millage funds in their areas and Senior Resources is the millage administrator for Muskegon. These funds are used to cover expenses for all services and support existing programs within the areas they are designated. Without these funds agencies would be forced to cut back or eliminate services to older adults in their areas.

In Ottawa County, Senior Resources is a member of Community SPOKE where many community agencies collaborate, including the Community Action Agency. The Community Action Agency carries out the oversight role of the Senior Resources Ottawa County matching funds. Involvement in the Muskegon and Ottawa Human Service Coordinating Councils raises knowledge level of service availability and prevents duplication of services. Senior Resources works with the Public Health Departments on several community collaboratives. In Ottawa County, Ottawa Food is working to improve healthy choices and special diet options in food pantry selections with an emphasis on training the pantry volunteers in assisting consumers with choices to accommodate special

**Senior Resources**

**FY 2021**

diets. In addition, Senior Resources is part of the Muskegon County Collaborative in which the Muskegon County Health Department is also a member and their executive director is the chairperson of our Board of Directors.

Senior Resources also works in partnership with the Centers for Independent Living in the region to provide the Nursing Facility Transistion (NFT), money follows the person initiative.

Finally, we are pleased to have an ongoing partnership with the Muskegon County Sheriff's Office to offer the Project Lifesaver program in Muskegon County. Project Lifesaver is for people living with severe brain injuries or diseases such as Alzheimer's, Dementia, Down's syndrome, or Autism. Individuals who are prone to wander as a result of their disease or injury or become disoriented and confused when in the community are eligible for this program. The Muskegon County Volunteer Search and Rescue Unit has joined the partnership and we are happy to work with this important branch of law enforcement and emergency personnel.

Senior Resources will continue to work with all relevant collaborative bodies to ensure that services reach the frailest elderly.

Senior Resources applies for and recieves additional funding from DTE Energy for enhanced holiday meals. These funds flow through Senior Resources to our meal provider to serve additional holiday meals as well as provide a more elaborate meal to home delivered meal participants. DTE employees assist to pack and deliver the meals.

**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.**

Several initiatives are ongoing and planned to achieve efficiencies in our service delivery . All home and community staff have been issued tablets, laptops and/or scanners so that assessment data can be immediately entered into the participant data management software called Compass. Scanners have enabled staff to scan required documentation at the participant's home to faster facilitate Medicaid or benefit applications . All computers have been systematically upgraded to Windows 365. To achieve paperless status, we are in the process of writing policy and procedure and seeking state approval to use signature pads to capture participant signatures while in their home. This will eliminate the need to retain a paper copy of the participant chart and the physical paper shuffle that results. Senior Resources has embraced the concept of value stream mapping to assist us in discovering processes that could be streamlined and areas of waste that could be eliminated. Through this method Senior Resources has identified areas of inefficiency within our internal processes and created new procedures which have limited the redundancies. In addition, we are committed to continuous improvement using this method and are expanding the process to include our interactions with participants and providers.

Senior Resources has enjoyed three years of accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF accreditation is evidence that an organization continually strives to improve efficiency, fiscal health and service delivery. We are proud of the quality services we deliver and CARF accreditation further demonstrates that our agency meets internationally developed quality standards and maintains a client-centered focus. Reaccreditation for CARF survey dates are in April 2019.

In addition, our board of directors and management team recognized that accreditation is increasingly being required as a baseline for organizational contracting with health insurers, government, and other interested stakeholder entities. To that end, in summer 2019, Senior Resources will be applying for National Committee for Quality Assurance (NCQA) accreditation with a focus on Long Term Systems and Supports (LTSS). Again, we

**Senior Resources**

**FY 2021**

realize that it is becoming increasingly important for us to demonstrate our ability to effectively coordinate services between caregivers, individuals, LTSS providers and clinicians. NCQA accreditation demonstrate to contractors and partners that Senior Resources meets a high level of competency in our care management practice and we are ready to be trusted partners in coordinating LTSS services.

**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.**

Graduates of Health Promotion Disease Prevention (HPDP) workshops are encouraged to become trainers for the workshop that they attended. We find that alumni of the programs are our greatest champions of the workshops as they have experienced the positive results of participation. For two of the HPDP workshops (Matter of Balance and Diabetes PATH), Senior Resources will compensate the volunteers with a stipend upon successful completion of a workshop.

Senior Resources maintains a Memorandum of Understanding with the Retired and Senior Volunteer Program of West Michigan. This Program assists us in locating appropriate volunteers for our Medicare/Medicaid Assistance Program (MMAP) counselors as well as lay leader and coaches for our evidence-based programs. Senior Resources is thrilled to have over 30 volunteers specifically trained to facilitate the MMAP program. Without these volunteers, the MMAP program would not be functional. Senior Resources spends a considerable amount of time in outreach, soliciting additional volunteers to meet the needs of the MMAP program.

Senior Resources has an unmet needs fund for those services or products which participants cannot access through standard means. This fund has limited availability and is reserved for participants in the case that all other community service agencies' aid has been exhausted. In addition, the Senior Resources board of directors has systemically, over a five-year period, dedicated a percentage of fund reserves to be used for persons age 60+ services and supports throughout our region. These service flexible funds have allowed Senior Resources to serve additional participants in their homes and communities.

For those participants who are able to use personal resources to pay for care, Senior Resources offers a private pay component under our Care Connections Programs.

In addition, we are currently researching and enhancing services that re reimbursible from other pay sources such as Medicare.

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

Senior Resources follows an established ongoing strategic planning process by which it translates its mission and values into actionable and measurable goals, strategies, initiatives, and programs. The plan provides direction for both long and short-term decision-making by the Board of Directors and senior leadership to fulfill

STATE OF MICHIGAN  
Michigan Department of Health & Human Services  
**AGING AND ADULT SERVICES AGENCY**

**FY2020-2022 Multi Year Plan**

**FY 2021 Annual Implementation Plan**

---

**Senior Resources**

**FY 2021**

the mission of Senior Resources and make choices among competing demands for capital investment, philanthropy, facilities, and human resources.

The last planning process occurred in September 2018 and was presented/adopted by the Board of Directors in January 2019. There were five identified categories where we can affect change: provider network/business development; private pay/outside entities/ potential partners/new roles; space and technology; community awareness; and agency culture.

These categories of potential opportunity have been incorporated into existing workgroups who have been tasked with the process of Strategic Doing, analyzing the feasibility of the tasks, designing what comes next, moving toward measurable outcomes and making adjustments on the way.



**FY 2021 AREA PLAN GRANT BUDGET**

Rev. 03/13/2020

Agency: SENIOR RESOURCES OF WEST MICHIGAN

Budget Period: 10/01/20 to 09/30/21

PSA: 14

Date: 04/17/20

Rev. No.: 0 Page 1of 3


SERVICES SUMMARY			
FUND SOURCE	SUPPORTIVE SERVICES	NUTRITION SERVICES	TOTAL
1. Federal Title III-B Services	407,063		407,063
2. Fed. Title III-C1 (Congregate)		536,429	536,429
3. State Congregate Nutrition		9,685	9,685
4. Federal Title III-C2 (HDM)		280,182	280,182
5. State Home Delivered Meals		484,051	484,051
8. Fed. Title III-D (Prev. Health)	30,988		30,988
9. Federal Title III-E (NFCSP)	192,534		192,534
10. Federal Title VII-A	8,431		8,431
10. Federal Title VII-EAP	6,591		6,591
11. State Access	28,908		28,908
12. State In-Home	515,385		515,385
13. State Alternative Care	113,859		113,859
14. State Care Management	215,913		215,913
15. St. ANS	45,076		45,076
16. St. Nursing Home Ombs (NHO)	22,010		22,010
17. Local Match			
a. Cash	132,000	60,000	192,000
b. In-Kind	191,000	120,000	311,000
18. State Respite Care (Escheat)	51,691		51,691
19. MATF	121,858		121,858
19. St. CG Support	16,392		16,392
20. TCM/Medicaid & MSO	285,576		285,576
21. NSIP		163,444	163,444
22. Program Income	55,000	295,000	350,000
<b>TOTAL:</b>	<b>2,440,275</b>	<b>1,948,791</b>	<b>4,389,066</b>

ADMINISTRATION				
Revenues		Local Cash	Local In-Kind	Total
Federal Administration	160,799	175,000	20,000	355,799
State Administration	27,787			27,787
MATF Administration	11,000	-	-	11,000
St. CG Support Administration	-	-	-	-
Other Admin	5,414			5,414
<b>Total AIP Admin:</b>	<b>205,000</b>	<b>175,000</b>	<b>20,000</b>	<b>400,000</b>

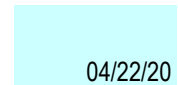
Expenditures		
	FTEs	
1. Salaries/Wages	4.00	242,000
2. Fringe Benefits		80,000
3. Office Operations		78,000
<b>Total:</b>		<b>400,000</b>

Cash Match Detail		In-Kind Match Detail	
Source	Amount	Source	Amount
Tanglewood Partners	20,000	Volunteers	20,000
SRWM Reserves	135,000		
Other local match	20,000		
<b>Total:</b>	<b>175,000</b>	<b>Total:</b>	<b>20,000</b>

I certify that I am authorized to sign on behalf of the Area Agency on Aging. This budget represents necessary costs for implementation of the Area Plan. Adequate documentation and records will be maintained to support required program expenditures.

  
Signature

  
Pam Curtis CEO  
Title

  
04/22/20  
Date

**Planned Services Summary Page for FY 2021**

**PSA: 14**

Service	Budgeted Funds	Percent of the Total	Method of Provision		
			Purchased	Contract	Direct
<b>ACCESS SERVICES</b>					
Care Management	\$ 348,913	7.93%			X
Case Coordination & Support	\$ 450,047	10.23%		X	X
Disaster Advocacy & Outreach Program	\$ -	0.00%			
Information & Assistance	\$ 67,000	1.52%		X	X
Outreach	\$ -	0.00%			
Transportation	\$ 57,000	1.30%	X	X	
Option Counseling	\$ -	0.00%			
<b>IN-HOME SERVICES</b>					
Chore	\$ -	0.00%			
Home Care Assistance	\$ -	0.00%			
Home Injury Control	\$ -	0.00%			
Homemaking	\$ 554,000	12.59%	X		
Home Delivered Meals	\$ 1,125,955	25.59%	X	X	
Home Health Aide	\$ -	0.00%			
Medication Management	\$ 55,385	1.26%	X		
Personal Care	\$ 170,859	3.88%	X		
Personal Emergency Response System	\$ -	0.00%			
Respite Care	\$ 212,617	4.83%	X		
Friendly Reassurance	\$ 23,000	0.52%		X	
<b>COMMUNITY SERVICES</b>					
Adult Day Services	\$ 147,858	3.36%	X		
Dementia Adult Day Care	\$ -	0.00%			
Congregate Meals	\$ 822,836	18.70%		X	
Nutrition Counseling	\$ -	0.00%			
Nutrition Education	\$ -	0.00%			
Disease Prevention/Health Promotion	\$ 34,988	0.80%	X		
Health Screening	\$ -	0.00%			
Assistance to the Hearing Impaired & Deaf	\$ -	0.00%			
Home Repair	\$ -	0.00%			
Legal Assistance	\$ 30,000	0.68%		X	
Long Term Care Ombudsman/Advocacy	\$ 52,017	1.18%			X
Senior Center Operations	\$ -	0.00%			
Senior Center Staffing	\$ -	0.00%			
Vision Services	\$ -	0.00%			
Programs for Prevention of Elder Abuse,	\$ 7,591	0.17%		X	
Counseling Services	\$ -	0.00%			
Creating Confident Caregivers® (CCC)	\$ -	0.00%			
Caregiver Supplemental Services	\$ -	0.00%			
Kinship Support Services	\$ 16,500	0.37%		X	
Caregiver Education, Support, & Training	\$ 41,500	0.94%	X	X	X
AAA RD/Nutritionist	\$ -	0.00%			
<b>PROGRAM DEVELOPMENT</b>					
	\$ 93,000	2.11%			X
<b>REGION-SPECIFIC</b>					
a. Enhanced Support	\$ 78,000	1.77%			X
b.	\$ -	0.00%			
c.	\$ -	0.00%			
d.	\$ -	0.00%			
<b>CLP/ADRC SERVICES</b>					
	\$ -	0.00%			

<b>SUBTOTAL SERVICES</b>	<b>\$ 4,389,066</b>				
<b>MATF &amp; ST CG ADMINISTRATION</b>	<b>\$ 11,000</b>	<b>0.25%</b>			<b>X</b>
<b>TOTAL PERCENT</b>		<b>100.00%</b>	<b>27.32%</b>	<b>52.44%</b>	<b>20.24%</b>
<b>TOTAL FUNDING</b>	<b>\$ 4,400,066</b>		<b>\$1,201,995</b>	<b>\$2,307,704</b>	<b>\$890,367</b>

Note: Rounding variances may occur between the Budgeted Funds column total and the Total Funding under the Method of Provision columns due to percentages in the formula. Rounding variances of + or (-) \$1 are not considered material.

FY 2021 AREA AGENCY GRANT FUNDS - SUPPORT SERVICES DETAIL

Agency: SENIOR RESOURCES OF WES  
 PSA: 14

Budget Period: 10/1/2020 to 09/30/21  
 Date: 04/17/20

Rev. No.: 0

Rev. 03/13/2020  
 page 2 of 3

\*Operating Standards For AAAs:

Op Std	SERVICE CATEGORY	Title III-B	Title III-D	Title III - E	Title VII A Title VII/EAF	OMB	State Access	State In-Home	St. Alt. Care	State Care Mgmt	State NHO	St. ANS	St. Respite (Escheat)	MATF	St. CG Suppl	LCM-Medicaid MSO Fund	Program Income	Cash Match	In-Kind Match	TOTAL
A	<b>Access Services</b>																			
A-1	Care Management									37,913						275,000		18,000	18,000	348,913
A-2	Case Coord/supp	138,063		20,000			28,908			108,000		45,076						90,000	20,000	450,047
A-3	Disaster Advocacy & Outreach Program																			-
A-4	Information & Assis	50,000		10,000														7,000		67,000
A-5	Outreach																			-
A-6	Transportation	45,000															5,000	4,000	3,000	57,000
A-7	Options Counseling																			-
B	<b>In-Home</b>																			
B-1	Chore																			-
B-2	Home Care Assis																			-
B-3	Home Injury Cntrl																			-
B-4	Homemaking							480,000									18,000		56,000	554,000
B-6	Home Health Aide																			-
B-7	Medication Mgt	12,000						35,385									2,000		6,000	55,385
B-8	Personal Care	30,000							113,859								9,000		18,000	170,859
B-9	Assistive Device&Tech																			-
B-10	Respite Care			110,534									51,691		16,392		8,000		26,000	212,617
B-11	Friendly Reassure	20,000																	3,000	23,000
C-10	Legal Assistance	27,000																	3,000	30,000
C	<b>Community Services</b>																			
C-1	Adult Day Services													121,858			10,000		16,000	147,858
C-2	Dementia ADC																			-
C-6	Disease Prevent/Health Promtion		30,988																4,000	34,988
C-7	Health Screening																			-
C-8	Assist to Hearing Impaired & Deaf Cmty																			-
C-9	Home Repair																			-
C-11	LTC Ombudsman	5,000				8,431					22,010					10,576	3,000	3,000		52,017
C-12	Sr Ctr Operations																			-
C-13	Sr Ctr Staffing																			-
C-14	Vision Services																			-
C-15	Prevent of Elder Abuse,Neglect,Exploitation				6,591														1,000	7,591
C-16	Counseling Services																			-
C-17	Creat.Conf.CG@ CCC																			-
C-18	Caregiver Supplmt Services																			-
C-19	Kinship Support Services			15,000														1,500		16,500
C-20	Caregiver E,S,T			37,000														4,500		41,500
*C-8	Program Develop	80,000															3,000		10,000	93,000
	<b>Region Specific</b>																			
	a. Enhanced Support								70,000									4,000	4,000	78,000
	b.																			-
	c.																			-
	d.																			-
	7. CLP/ADRC Services																			-
Sp Co	8. MATF Adm													11,000						11,000
Sp Co	9. St CG Sup Adm																			-
	<b>SUPPRT SERV TOTAL</b>	407,063	30,988	192,534	6,591	8,431	28,908	515,385	113,859	215,913	22,010	45,076	51,691	132,858	16,392	285,576	55,000	132,000	191,000	2,451,275