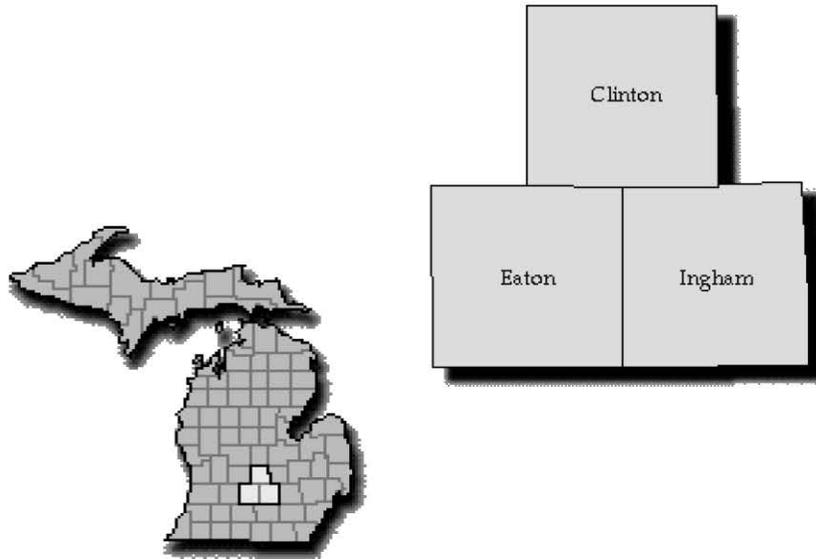


2023-2026 Multi Year Plan
FY 2026 ANNUAL IMPLEMENTATION PLAN
TRI-COUNTY OFFICE ON AGING 6



Planning and Service Area

Clinton, Eaton, Ingham

Tri-County Office on Aging

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Executive Summary

Have there been substantive changes since the previous year? (If yes, please describe below.) Yes No

In the coming fiscal year, Tri-County Office on Aging (TCOA) programs and services will focus on expanding access in the tri-county service area, specifically to historically underrepresented groups and those in greatest social and economic need; eliminating wait lists; quality improvement; advocacy efforts to promote public policy issues of importance to older adults, adults with disabilities, and Caregivers; improving communication and strengthening partnerships; improving transportation access; and improving and expanding access to Caregiver supports. The Regional Service Crisis Services to the Elderly will undergo a name change and will now be known as Crisis Services. This program has also instituted a lifetime cap.

TCOA's mission is to promote and preserve the independence and dignity of the aging population.

A. No substantive changes in priorities.

B. TCOA educates the public on how historically underserved communities are represented through outreach strategies including presentation requests at a multitude of locations including houses of worship (i.e. churches), community and health fairs, traditional marketing methods, and social media. Additionally, TCOA's Advisory Council members are a diverse group of individuals who share TCOA information to their own unique communities, several of which represent or serve rural, low-income, and other historically underserved groups. TCOA targets areas that showcase a diverse range of backgrounds so that we can communicate to as many people as possible about TCOA's services. Some of these locations include institutions that support the homeless population, senior care facilities, senior centers and community centers throughout the Clinton, Eaton, and Ingham counties.

Each year during programmatic assessment visits, we have a face-to-face discussion on this topic, as it is one of the questions that are included in our monitoring tool for the visit. We discuss the importance that the ACL assigns to this topic and we talk about the efforts the service provider has made over the past year to reach out to these populations, including their plans for addressing this matter for the upcoming year. Notes are taken on the monitoring tool to reflect this discussion.

C. Tri-County Office on Aging (TCOA) added a third representative on the Michigan Senior Advocates Council (MSAC) and added a second representative on the Senior Advisory Council (SAC) in Fiscal Year 2024. TCOA staff and MSAC delegates attend the USAging Aging Policy Briefing in Washington, DC. This serves as an opportunity for aging advocates and stakeholders across the country to get the latest breaking news in policy developments and to meet with Representatives and Senators in Washington.

Several TCOA staff serve on the Older Michiganians Day Steering Committee and Subcommittees, as well as the statewide Advocacy Committee hosted by the Area Agencies on Aging Association of Michigan (4AM). 2024 advocacy resulted in a \$3 million permanent increase in the MDHHS budget to support the Long-Term Care Ombudsman Program. Additionally, the MI Choice asset limit was increased.

Locally, the housing crisis in the Greater Lansing area continues. TCOA collaborates with multiple housing

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groups, including local Continuum of Care meetings, a new Coordinated Entry program and now a Regional Housing Partnership which is looking at homelessness across the region. These meetings allow TCOA Access Staff to develop relationships with other agencies so homeless individuals and those looking for affordable housing can be better directed to resources that can help.

Ongoing advocacy priorities for FY 2026 will include efforts to make Michigan a no-wait state in collaboration with the Silver Key Coalition, as well as other timely priorities established within the 4AM Advocacy Committee and OMD Steering Committee previously mentioned.

D. For 50 years, TCOA has been a cornerstone of support, serving as the trusted, go-to agency for individuals seeking person-centered services, resources, and information. Through meaningful partnerships with agencies and service providers, we touched the lives of over 28,500 older adults, adults with disabilities, caregivers, and support networks in FY 2024.

In FY 2024, Case Coordination experienced a 10.5% increase and Care Management saw a 16% increase.

Over the years, TCOA Nutrition Programs have evolved to better meet the growing needs of our communities. At the end of FY 2023, Carry Out Meal service was added, which has seen a remarkable 219% increase in participants. Additionally, as the Lead Agency for Senior Project Fresh in Ingham County, TCOA distributed fresh food coupons to 285 seniors in FY 2024, helping them access healthy, locally grown produce and enhance their well-being.

FY 2024 was a year of significant growth and success for our evidence-based health, wellness, and caregiving programs. TCOA offered 37 workshop series, engaging over 400 participants, with an impressive 82% increase in series completers compared to the previous year and a high retention rate of 89%. Caregiver-focused workshops saw a remarkable 320% increase in enrollees, driven in part by the introduction of the Dementia Caregiver Series.

The Medicare Medicaid Assistance Program (MMAP) provides confidential, client centered non-biased Medicare and Medicaid counseling to beneficiaries aging into Medicare at age 65, as well as individuals who are Medicare eligible based on a disability determined by the Social Security Administration. In FY 2024, MMAP counselors met with 1,428 beneficiaries.

TCOA outreach staff connected with 13,900 community members and partners, and Information and Assistance Specialists provided information on a wide range of topics to over 4,200 older adults, caregivers, persons with disabilities, and their support circles (13% increase). Additionally, the Long-Term Care Collaborative (LTCC) members have begun exploring opportunities to bring a recuperative shelter to the community.

TCOA made progress in improving access to services for Michigan's diverse communities, including people of color, immigrants, and LGBTQ+ individuals. Key initiatives include adding an LGBTQ+ Resource page to the TCOA website, conducting targeted volunteer recruitment within the Spanish-speaking community, and earning the 2024/2025 LGBTQ+ Affirming credential from MiGen. Additionally, TCOA's MMAP program partnered with the Newcomer Refugee Development Center to offer on-site counseling twice a month, ensuring that refugees and newcomers have the support they need to navigate Medicare. These efforts

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reflect TCOA's ongoing commitment to inclusivity, equity, and accessible services for all.

E. TCOA helps older adult veterans, veterans with disabilities, and caregivers access programs and benefits, improve their health, and remain active in their communities. Working in partnership with agencies and service providers across the area, TCOA embraces a person-centered philosophy that focuses on how a person wants to live their life while honoring their preferences.

TCOA staff attended the Military Competency Training through an ACLS Bureau grant presented by the Michigan Veteran Affairs Agency in December 2024.

TCOA is solidifying a role in the Veterans Directed Care Program in collaboration with the Battle Creek VA Medical Center to provide veterans with nursing home level of care needs the opportunity to have choice and control over their services and supports in the community. Eligible Veterans will be referred by the VA Battle Creek Health Center to TCOA for in-home services.

TCOA also has an informal partnership with Ingham County Veterans Affairs to help connect veterans with the Medicare Medicaid Assistance Program to provide comprehensive Medicare and Medicaid counseling .

In recent years, TCOA's Advisory Council included representation from the Michigan Veterans Affairs Agency (MVAA). Unfortunately, this seat was term limited, though collaboration with MVAA continues. Efforts to recruit a representative from a local veteran organization are ongoing .

Planning and Service Area (counties) Served.

The Tri-County Office on Aging (TCOA) is the Area Agency on Aging for Region 6 serving Clinton, Eaton, and Ingham Counties. TCOA was established as a Consortium of Clinton, Eaton, and Ingham Counties and the Cities of Lansing and East Lansing in 1974 through a regional cooperative agreement under the Michigan Urban Cooperation Act of 1967.

Is there a Federally Recognized Tribe within your PSA? (If yes, list below.)

Yes No

Please list any accreditations your AAA has received.

Tri-County Office on Aging (TCOA) has a 3-year accreditation status from NCQA for Case Management of Long-Term Supports and Services for MI Choice.

Demographic Data for PSA

Population	Census (most current data available)	AAA Population Served Last Fiscal Year (NAPIS)
Total Population 60+ (%)	22.34	1.96
Race/Ethnicity 60+ (%)		
a. Black/African American	6.75	14.10

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b. Asian	1.98	1.03
c. White	90.91	83.33
d. Hispanic/Latino	3.45	3.96
e. Other	0.36	1.54
Total 60+ Population in Rural areas (%)	38.22	31.00
Total 60+ Population at Poverty Level (%)	7.85	43.68
LGBTQ+ Clients served		2
Total 85+ Population (%)	1.96	4.45
Total 60+ Non-English-Speaking Population (%)	7.05	3.26

Did the AAA upload the required supplemental document addressing a contingency plan for lack of funding or in the event of a government shutdown?

Yes No

County/Local Unit of Government and Tribal Review

The Tri-County Office on Aging (TCOA) Administrative Board, or Tri-County Aging Consortium, is made up of representatives from five local units of government: Clinton, Eaton and Ingham Counties, and the Cities of Lansing and East Lansing. The Tri-County Office on Aging Advisory Council older adult members are appointed by their respective local units of government. Both the Advisory Council and Board review and recommend approval of or changes to the Annual Implementation Plan (AIP).

Tri-County Office on Aging sent a request to local units of government via email with confirmation of delivery by June 20, 2025 to review and provide comment on the Annual Implementation Plan. The notification email contained a copy of the Annual Implementation Plan and press release, and further explained the availability of the plan on the area agency's website with instructions for how to view and print the document. The area agency will notify the appropriate ACLS Bureau Regional Aging Representative when the counties or local units of government provide any comments or feedback.

There are no Tribes within the Tri-County Office on Aging service area. However, the Greater Lansing Area is an urban center with many different tribal members living in the area. There is a large First Nations community from Wikwemikong in Canada. Tri-County Office on Aging is dedicated to improving the accessibility of services to Indigenous communities and will explore strategies to form a targeted outreach approach, intentionally facilitating connections with organizations and individuals to reach more older adults in the Native American community, as appropriate and welcome. Planning staff shared the Annual Implementation Plan Summary and public hearing and comment period information with local Native organizations that assist Native American residents, including the Nokomis Learning Center, the Native American Outreach Program at the Ingham County Health Department, Lansing School District Native American Coordinator, the Associate Director in the MSU College of Agriculture and Natural Resources Office of Diversity Equity and Inclusion, and an MSU Professor who works with the indigenous community.

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Public Hearings

Date	City	Time	Barrier Free?	No. of Attendees
05/08/2025	Lansing	01:00 PM	Yes	23

The Tri-County Office on Aging hosted one public hearing to solicit input on its Fiscal Year 2026 Annual Implementation Plan (Plan). E-mail and written testimony were accepted for a minimum of 30 days after the date the summary of the Plan was made available (March 13, 2025). The Tri-County Office on Aging Public Hearing complied with the Open Meetings Act, in that all in-person hearings were at an accessible location and adequate notice was published. The notice, including request for comment and participation, was published in local media outlets through paid notice in the Lansing State Journal and The New Citizens Press. A press release to numerous local media partners was also sent. The public hearings notice was available at least 30 days in advance of the scheduled hearing. Hearing information and how to submit a comment was sent to the TCOA provider network, community partners (i.e., local dining sites, senior centers, and faith-based organizations), and many organizations and groups that serve or work with Black, Indigenous, People of Color (BIPOC), the Lesbian, Gay, Bi-Sexual, Transgender, Queer, plus (LGBTQ+) population, and other historically underrepresented groups. The information was shared with Tri-County Office on Aging’s Advisory Council and Administrative Board, and on the TCOA website and Facebook page. Comments included inquiries about contingency planning and pet supports, as well as general support for the plan.

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Regional Service Definitions

There are no new Regional Service Definitions.

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Access Services

Care Management

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$0.00	<u>Total of State Dollars</u>	\$215,913.00

Geographic area to be served

Clinton, Eaton, and Ingham Counties

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

- Provide Care Management services to a minimum of 80 participants.
- Conduct a minimum of 420 initial assessments.
- Develop a minimum of 80 care plans.
- Conduct a 90-day assessment, then assess annually; Person-Centered Service Plan review conducted every 180 days.
- Arrange and monitor services as needed.
- Transition eligible Care Management clients to the MI Choice program as funding allows.
- Comply with all minimum standards and quality assurances.

Case Coordination and Support

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$17,190.00	<u>Total of State Dollars</u>	

Geographic area to be served

Clinton, Eaton, and Ingham Counties

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

- Provide Case Coordination and Support services to 150 participants
- Conduct assessments for all new clients and reassessments every 6 months.
- Secure and monitor appropriate in-home services.
- Refer clients to other services as needed.
- Adhere to all minimum standards.

Information and Assistance

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$75,000.00	<u>Total of State Dollars</u>	\$44,871.00

Geographic area to be served

Clinton, Eaton, and Ingham Counties

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

- Provide Information and Assistance (I&A) services directly to a minimum of 4,000 older adults, family members or community members.
- Secure signed contracts for general I&A services that were selected through a Request for Proposal process.

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- Monitor I&A contracts with service providers for compliance, including person-centered thinking, annually.
- Monitor the number of individuals assisted through I&A, including individuals who are considered minority, each quarter.
- Adhere to all minimum standards.

Outreach

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>		<u>Total of State Dollars</u>	\$28,775.00

Geographic area to be served

Clinton, Eaton, and Ingham Counties

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

- Provide outreach services to a minimum of 16,000 individuals 60 years of age and older and family members/caregivers living in Clinton, Eaton, and Ingham counties.
- Provide a minimum of 70 presentations to senior, caregiver, or community groups regarding agency services, averaging 5-6 per month.
- Participate in a minimum of 10 health and information fairs in the community.
- Send electronic TCOA newsletter each month, and extra information as needed, for a minimum of 12 e-newsletters each year.
- Post one educational social media post on Facebook and Instagram monthly.

Transportation

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$7,500.00	<u>Total of State Dollars</u>	

Geographic area to be served

Clinton

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

- Secure signed contracts for Transportation services that were selected through a Request for Proposal process.
- Monitor Transportation contracts with service providers for compliance, including person-centered thinking, annually.
- Support transportation services to a minimum of 300 older adults.
- Adhere to all minimum standards.

Options Counseling

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$15,000.00	<u>Total of State Dollars</u>	

Geographic area to be served

Clinton, Eaton, and Ingham Counties

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

- Provide Options Counseling services to a minimum of 100 participants, including family members and caregivers.
- Monitor the number of individuals assisted through Options Counseling, each quarter.
- Refer to appropriate services through a person-centered process.
- Adhere to all minimum standards.

Caregiver Information and Assistance

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$35,000.00	<u>Total of State Dollars</u>	

Geographic area to be served

Clinton, Eaton, and Ingham Counties

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

- Provide Caregiver I&A services to a minimum of 800 caregivers.
- Refer caregivers to identified services through a person-centered process.
- Monitor the number of individuals assisted through Caregiver I&A, including individuals who are considered minority, each quarter.
- Adhere to all minimum standards.

Caregiver Options Counseling

<u>Starting Date</u>	10/01/2025	<u>Ending Date</u>	09/30/2026
<u>Total of Federal Dollars</u>	\$34,000.00	<u>Total of State Dollars</u>	

Geographic area to be served

Clinton, Eaton, and Ingham Counties

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

- Provide Caregiver Options Counseling services to a minimum of 90 caregivers.
- Monitor the number of individuals assisted through Caregiver Options Counseling, each quarter.
- Refer to appropriate services through a person-centered process.
- Adhere to all minimum standards.

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Direct Service Request

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Regional Direct Service Request
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There are no new Regional Direct Service Requests.
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Program Development Objectives

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:

Narrative

Objectives

1. Increase services provided to veterans, Black, Indigenous (Tribal), and People of Color (BIPOC), and LGBTQ+ seniors served in your region.

Timeline: 10/01/2025 to 09/30/2026

Activities

Facilitate connections with culturally and/or linguistically specific organizations to reach more members of the listed communities.

Strategize a targeted approach to increase access to assistance with MMAP and other public benefits .

Connect with medical community, physician organizations, and health plans.

Connect with neighborhood organizations.

Expected Outcome

Actual Outcomes FY 2024:

Supports and Services to BIPOC participants decreased by 29% in FY 2024. However, 27% of those reporting demographics information have an unknown race or ethnicity. Also, the number of unknown demographics decreased significantly from last year (-62%), meaning we were able to collect demographic data for more people than in the past. Efforts to reduce the number of unknowns are ongoing. TCOA established an informal partnership with Ingham County Veterans Affairs to help support veterans through the State Health Insurance Assistance Program and is exploring a role in the Veterans Directed Care Program to provide veterans with nursing home level of care needs the opportunity to have choice and control over their services and supports in the community.

2. Increase the number of area agency staff, providers and caregivers trained in implicit bias, cultural competencies, and root causes of racism.

Timeline: 10/01/2025 to 09/30/2026

Activities

Offer diversity, equity, and inclusion in-service trainings to all staff at least twice a year.

Request all subcontractors perform and report on diversity, equity, and inclusion in-service trainings.

Share additional materials and resources, as necessary.

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Expected Outcome

Actual Outcomes FY 2024:

Three trainings were provided to employees in FY 2024. Implicit Bias trainings are held annually at an all staff meeting. Workplace Violence Prevention training was also received at an all staff meeting, and 76% of TCOA Staff attended a 90-minute training provided by MiGen to provide TCOA staff with tools and resources on how to best to serve the LGBTQ+ community within the older adult population. Additional trainings are provided through the platform Relias to Supports Coordinators who work with participants of the Project Choices programs. During programmatic assessments all contractors are reminded that DEI initiatives be made a part of training and of service performance. Contractors report quarterly on minority clients served.

3. Increase availability of linguistic translation services and communications based on the cultural needs in the tri-county region.

Timeline: 10/01/2025 to 09/30/2026

Activities

TCOA staff will review materials to ensure inclusive language is used and are available in languages other than English based on need.

Strengthen partnerships with minority, immigrant, and LGBTQ+ specific groups and councils to ensure an understanding of how to remain relevant and culturally sensitive.

Expected Outcome

Actual Outcomes FY 2024:

TCOA has a Communications Committee that reviews materials upon reorder. At this time the group discusses and considers the need for the document to be translated, and to what languages. Translation outside of what is readily available is provided when need is expressed. TCOA updated the directory listing with the Immigrant and Refugee Resource Collaborative (IRRC) and included new key words to help this population identify resources available. TCOA was the point agency to utilize Catchafire to translate statewide advocacy documents for Older Michigianians Day materials. Translating these documents helped give the Spanish-speaking population a voice to advocate for adequate supports and services when they are traditionally underserved. Arabic translation will be added in FY 2025.

- B. Ensure older adults have access to information, options counseling, and services to improve their ability to make informed decisions and support their independence.**

State Goal Match:

Narrative

Objectives

1. Improve access to programs and services for under-served populations.

Timeline: 10/01/2025 to 09/30/2026

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Activities

Explore technology and support options with focus on rural and low-income communities.

Strengthen partnerships with local library branches, Michigan Disability Rights Coalition, Disability Network Capital Area, and the Retired Senior Volunteer Program.

Facilitate connections with culturally and/or linguistically specific community-based organizations.

Provide access to assistance with MMAP and other public benefits.

Connect with medical community, physician groups, and health plans.

Connect with neighborhood organizations.

Promote cultural humility when working with underserved local seniors and persons with disabilities, including non-English speaking and LGBTQ+ individuals.

Explore and strengthen partnership with organizations that serve and advocate for the homeless population.

Expected Outcome

Actual Outcomes FY 2024:

Supports and Services to BIPOC participants decreased by 29% in FY 2024. However, 27% of those reporting demographics information have an unknown race or ethnicity. Efforts to reduce the number of unknowns are ongoing. TCOA has begun offering Virtual Connections at Letts Community Center and Stockbridge Area Senior Center, pairing volunteer coaches with participants to help them learn how to better use their smartphone for social connectedness and telehealth. Community collaboration continues with agency appointments on the TCOA Advisory Council. MMAP strives to meet the diverse needs of beneficiaries (which may include access to alternative communication services) to ensure timely and accurate access to care. This fiscal year, MMAP arranged for an on-site sign interpreter to assist with a beneficiary appointment. Utilizing Voices for Health Interpreter Services when needed ensures beneficiaries receive clear and accurate health insurance information. The housing crisis in the Greater Lansing area continues. Access Team staff continue to attend housing meetings in the community as well as reach out to appropriate housing resources in the community to assist older adults experiencing or at risk of homelessness.

2. Expand housing assistance to increase access to community housing options.

Timeline: 10/01/2025 to 09/30/2026

Activities

Maintain public directory of all senior housing, low-income, and accessible housing options in the tri-county area.

Maintain and expand partnerships with housing related organizations, management companies, and private property owners.

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Expected Outcome

Actual Outcomes FY 2024:

Access services staff continue to work with homeless or on the verge of homelessness individuals providing information and referrals. I and A specialists provide housing lists, bus passes (through the millage), applications and guidance on a range of housing topics, among other supports. Community Resource Navigators complete multiple applications for individuals who are unable to do so on their own and assist people in getting the required documents necessary to get into housing. Crisis Services Funds have been used this year when someone is in need of immediate hotel nights due to a vulnerability and APS is not yet established. Per AIS, the number of people needing housing assistance rose from 464 to 510 during the fiscal year. In addition, Information and Assistance staff have started a private list of some of the major private landlords in the community. Private landlords are sometimes willing to work with people who do not have good housing references. The Access Services Supervisor has participated with a Landlord Engagement group in Eaton County as well. This group was formed to try to identify barriers for landlords taking tenants with housing vouchers.

3. Explore options for increased usability and access to local transportation.

Timeline: 10/01/2025 to 09/30/2026

Activities

Improve transportation partnerships focusing on TCOA's consumer demographic needs.

Increase distribution of bus passes for non-waiver clients.

Advocate for the continuation of public transportation options for cross-county/regional travel.

Expected Outcome

Actual Outcomes FY 2024:

TCOA Access Staff have been fortunate to be able to provide bus passes to community members working with Access Services staff when transportation issues arise. This allows individuals to return for appointments both at TCOA and elsewhere in the community. 85 total bus passes were distributed in FY24. Clinton Transit has been working closely with EATRAN and CATA to shuttle participants across county lines with as few transfers as possible, if any. The Retired Senior Volunteer Program (RSVP) continues to recruit volunteer drivers to make individual trips for participants according to their specific demographic needs. TCOA also wrote a letter of support for CATA's Region 6 Coordinated Public Transit – Human Services Transportation Plan to advocate for the continuation of public transportation options for cross-county/regional travel.

4. Work to advance advocacy efforts in the tri-county area.

Timeline: 10/01/2025 to 09/30/2026

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Activities

Have local seniors represent the tri-county area on the Michigan Senior Advocates Council to advocate for older Michigianians.

Continue to have Tri-County Office on Aging staff and Advisory Council representation on the planning committee for Older Michigianians Day.

Encourage Advisory Council members and other local advocates to meet with local state legislators to advocate on issues impacting older adults and persons with disabilities as identified in the Older Michigianians Day Platform.

Support exploration and possible formation of a committee for county senior millage(s) in Eaton and Clinton counties.

Advocate with Silver Key Coalition, IMPART Alliance and other advocacy organizations to increase state and federal funding for in-home services and promote higher reimbursement rates, resulting in increased wages and training for direct care workers.

Advocate for broadband access to help reduce isolation, improve health outcomes, and help lower health care costs.

Expected Outcome

Actual Outcomes FY 2024:

TCOA's three MSAC seats are filled, with representation from two former county commissioners. Three TCOA staff members sat on the steering committee for OMD. There were over 300 people in-person on the lawn of the State Capitol on May 1st for Older Michigianians Day with many more on the Livestream event from locations across the state. Thousands of letters were submitted to legislators from constituents across the state supporting the 2024 Platform items, including over 350 from our region alone. Correspondence with legislators, both federal and state, was shared on key issues of importance to older adults, adults with disabilities, and caregivers. An advocacy win was the \$3 million increase for Long-term Care Ombudsman Program to help expand the program and increase staffing levels. TCOA continues to emphasize the importance of local dollars for gap-funding critical services. Members of the TCOA Advisory Council have expressed interest in holding conversations with their local Commissioners about Eaton and Clinton senior millages. TCOA would support any of their efforts to form a committee, as appropriate. Shared information with staff to share with community and the participants they work with for Broadband Challenge campaign: to challenge federal maps which indicate where broadband service is available. This includes areas where the services speeds are limited (or underserved) areas.

5. Work to advance community integration and outreach efforts.

Timeline: 10/01/2025 to 09/30/2026

Activities

Expand public awareness and education efforts, such as resource fairs or regular submissions to local media outlets.

Increase mailings and hard copy resources, including routine drop-off and review of materials at senior housing complexes.

Expand TCOA's Speaker's Bureau by recruiting and training volunteers.

Expand partnerships with doctors' offices, physician groups, health plans and community and faith-based organizations, including those serving refugee populations

Maintain the Long-Term Care Collaborative partnership.

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Expected Outcome

Actual Outcomes FY 2024:

TCOA Outreach efforts saw a 7% increase in participants, with notable increases in media appearances and networking events. TCOA partnered with Fox47 Morning Blend to have a monthly TCOA guest through 2024. Each month, staff guest will speak to a relevant topic such as health and wellness workshops, fundraising events, volunteer opportunities, and general sharing of programs and services. Evidence-based Programs flyers were distributed throughout the community to promote health and wellness offerings. The TCOA Speakers Bureau, formed within the TCOA Advisory Council, launched with a presentation on scams and fraud awareness from the Assistant Attorney General of Michigan that was broadcast to over 15 host sites throughout the region, with one site in the UP. MMAP continues to connect with the faith based community to provide Medicare 101 presentations at houses of worship. the Long-Term Care Collaborative (LTCC) members have begun exploring opportunities to bring a recuperative shelter to this community. LTCC members continue to actively work on data collection and community needs assessment projects.

6. Increase access to kinship care services in the tri-county area.

Timeline: 10/01/2025 to 09/30/2026

Activities

Explore resources and supports available to kinship caregivers.

Explore idea of a Kinship Forum with MSU Kinship Resource Center.

Expected Outcome

Actual Outcomes FY 2024:

The Kinship Care Program served 5 times more caregivers than last fiscal year. Flyers were shared with various municipalities, schools, child care centers, and houses of worship, and the program was promoted at various health fairs and outreach events throughout the year.

7. Provide information and help people solve problems related to public health benefit programs and corresponding insurance products.

Timeline: 10/01/2025 to 09/30/2026

Activities

Continue to advocate for State Health Insurance Program funding and sustainability.

Continue to recruit and train new volunteer MMAP Counselors.

Use traditional/social media to share information and recruit volunteers.

Expected Outcome

Actual Outcomes FY 2024:

MMAP Coordinator advocated for our involvement in the state's SMP Pilot Project to increase our awareness of and response to Medicare fraud, abuse and misuse. With our involvement in the pilot project we will receive a \$7,500 increase in our program's funding. MMAP added 6 new volunteers in FY 2024 with several others on their way to be being trained. MMAP continues to promote the program via Facebook, Instagram and LinkedIn. MMAP Coordinator also promoted MMAP services via TV by participating in FOX 47 Morning Blend TV segment.

C. Expand access to health, wellness, and nutrition supports.

State Goal Match:

Narrative

Objectives

1. Explore care transition efforts to improve communication and consumer experience and reduce unnecessary admittance and re-admittance to hospitals and emergency rooms.
Timeline: 10/01/2025 to 09/30/2026

Activities

Work to expand reimbursement sources to Medicare Advantage Plans, Medicaid, and private insurances, including Medicare dual eligible special needs plans (D-SNP).

Implement Connect2Care to improve communication and quality of care by sharing information with hospitals, physicians, and skilled nursing facilities.

Expected Outcome

Actual Outcomes FY 2024:

Executive Director has attended meetings, and shared information with the Project Choices Director in regards to D-SNP; both continue to stay abreast of statewide activity on this. There has not been any movement for the Connected 2 Care initiative. TCOA continues to receive ADT's daily for participants. Unplanned transitions are reviewed.

2. Continue to expand access to evidence-based disease prevention programs in the tri-county area.
Timeline: 10/01/2025 to 09/30/2026

Activities

Explore alternative and additional fund sources available to expand and sustain evidence-based programs. Seek out community partners and train new Coaches, Lay Leaders, and Master Trainers for these programs, as needed.

Seek out community organizations that serve diverse and underserved populations as partners to offer these programs to otherwise overlooked individuals.

Work to provide oral health programs or resources to older adults in partnership with nutrition and dental organizations.

Expected Outcome

Actual Outcomes FY 2024:

TCOA offered 37 workshop series to 404 enrollees. The number of series completers increased 82% from last FY with an overall participant retention rate of 89%. Caregiver focused workshops experienced a 320% increase in caregiver enrollees, partially due to the addition of Dementia Caregiver Series and more series were completed during the period. TCOA continues to seek alternative funding for workshops such as grants, community partners, contracting, etc. Sustainability funding is pursued through two annual events: a golf outing and dinner and auction. In TCOA's 3rd quarter, TCOA partnered with MSU-Extension to cross collaborate on workshop promotion and received \$500 annually to support these efforts. One TCOA staff person was trained in a new evidence-informed program called the Dementia Caregiver Series, and 3 new leaders were trained for A Matter of Balance. Workshop series were held at 5 new locations in FY 2024 with hopes to provide more series at houses of worship in the future. Oral health information is provided as requested.

3. Provide access to healthy, affordable meals to nutritionally at-risk older adults.

Timeline: 10/01/2025 to 09/30/2026

Activities

Explore expansion of food preparation, storage, and distribution to improve participant choice and variety of frozen and other meals.

Explore additional funding sources and partnerships to prevent wait lists.

Expected Outcome

Actual Outcomes FY 2024:

There is a focus on producing more meals in-house. Staffing levels to support this have been a challenge. Awaiting decision on an increase with the Head Start contract, potentially adding a site in Grand Ledge. Sustainability funding is pursued through two annual events to supplement development activities.

4. Explore the opportunity to assist tri-county community members in securing a Senior Millage for vital unmet needs.

Timeline: 10/01/2025 to 09/30/2026

Activities

Support millage planning committee, including providing data and information to inform campaign.

Expected Outcome

Actual Outcomes FY 2024:

TCOA has completed four years as the manager of funds for the Ingham County Elder Services Millage. Since its beginning in 2021, the millage has served Ingham County seniors with over 17,000 services from referrals for hearing aids to snow removal. On August 6, 2024, over 80% of voters elected to renew the Elder Services Millage for four more years.

Millage funding reduces the length of time eligible participants must wait for critical in-home care, supporting the independence of older adults with homemaking, personal care, and respite services. 150 participants currently receive one or more of these in-home services. The millage provided older adults with 97,545 home delivered and congregate dining meals in 2024 and has eliminated the waiting list for Meals on Wheels in Ingham County. Additionally, millage funds were used in times of crisis, preventing 90 evictions and utility shut offs.

D. Protect older adults from abuse and exploitation.

State Goal Match:

Narrative

Objectives

1. Raise awareness of domestic abuse, physical and sexual abuse, fraud, and financial exploitation occurring in the older adult population and how to better respond to these situations.

Timeline: 10/01/2025 to 09/30/2026

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Activities

Continue to participate in the Ingham County Coordinated Community Response team.

Continue to participate in Vulnerable Adult Networks (VANs) in the tri- county area.

Utilize social media and monthly e-newsletter to assist in publicizing information about current fraud occurrences that are reported locally.

Explore the formation of multi-disciplinary workgroups (i.e., law enforcement, first responders, social workers, nurses, Adult Protective Services, legal services, homeless shelter staff, etc.) to review and discuss individual at-risk cases.

Participate on the Elder Abuse Taskforce to offer experiences from the aging network perspective

Disseminate information/educational materials on laws and/or policies.

Expected Outcome

Actual Outcomes FY 2024:

The Ingham County Coordinated Community Response team is on hold. Access staff are aware of an increase in scams in the area and are working to find a more robust educational document for distribution.

In addition, Access staff continue to connect older adults with domestic violence and intimate partner abuse concerns with the Elder Abuse program at EVE. TCOA's Options Counselor attends VAN meetings, gathering and sharing information with community partners. TCOA reached 2,993 people with 19 posts educating about fraud, particularly Medicare fraud. While no formal multi-disciplinary work group exists, TCOA works with the LPD social work team, APS, legal services and health care staff informally to attempt to assist individuals who are at risk for a variety of reasons. Disseminated educational materials on Power of Attorney Law to TCOA staff.

E. Support formal and informal caregivers in the community, including direct care workforce.

State Goal Match:

Narrative

Objectives

1. Work to expand access to programs and services addressing dementia .

Timeline: 10/01/2025 to 09/30/2026

Activities

Expand The Savvy Caregiver Program® training to reach more caregivers of minority populations .

Provide additional education and resources for professional and non-professional caregivers.

Maintain the Resource Directory for Caregivers with an emphasis on dementia supports in partnership with other community organizations.

Explore opportunities for persons with dementia and their families to receive customized assessments and supports, including Trualta.

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Expected Outcome

Actual Outcomes FY 2024:

The Savvy Caregiver Program offered 4 times as many class series and experienced a 263% increase in program completers. Caregiver focused workshops experienced a 320% increase in caregiver enrollees, partially due to the addition of Dementia Caregiver Series and more series were completed during the period. During the caregiver workshops TCOA offers, the leaders provide participants with upcoming local events/resources and supports that are requested. Participants are always encouraged to seek additional information through TCOA's Information and Assistance Department. During this fiscal year, TCOA created a caregiver brochure with distribution to the community. TCOA Options Counselor continues to offer dementia consultations. TCOA continues to partner with Trualta in FY 2024 to provide a self-paced, interactive eLearning tool for caregivers. There are 259 registered users, which includes 90 new users for the period. TCOA joined a statewide caregiver support group collaboration.

2. Continue to expand access to caregiver supports and education.

Timeline: 10/01/2025 to 09/30/2026

Activities

Explore options for an Adult Day Center to provide respite services in Clinton County.

Work with community partners to promote and advance workshops and information, including The Savvy Caregiver Program® and Powerful Tools for Caregivers.

Work with IMPART Alliance to increase availability of Building Training Building Quality (BTBQ).

Continue partnering with MI Disability Rights Coalition on Living Well in Michigan initiative.

Explore the model of Caregiver Resource Centers with Area Agencies on Aging throughout the state.

Empower the direct care workforce by advocating for equitable wages, training, and career advancement with consistent professional standards.

Promote the availability of the online learning platform Trualta to improve caregiver confidence, reduce stress, and prevent burnout.

Expected Outcome

Actual Outcomes FY 2024:

Website updates, including a refreshed caregiver supports page, are in progress. TCOA continues to partner with Trualta in FY 2024 to provide a self-paced, interactive eLearning tool for caregivers. There are 259 registered users, which includes 90 new users for the period. TCOA joined a statewide caregiver support group collaboration. There was no progress on identifying an Adult Day Center for Clinton County. TCOA sends updated workshop flyers to a large distribution list monthly. The list of individuals who receive it ranges from community members to employees of local organizations to staff in physician offices. TCOA also seeks out new locations to host Powerful Tools for Caregivers and the Savvy Caregiver Program to reach non-professional caregivers. An internal committee of staff was formed to manage Caregiver Resource Center funding initiatives. This group includes members of leadership, Planning, and Access Services staff. Accomplishments to date include the creation and distribution of Caregiver focused promotional materials, Caregiver self-care packages, bolstering existing programming, initial marketing efforts, and a sponsorship for the Lansing Caregiver Retreat.

F. Work to prepare for and effectively respond to local, state, national, and global natural disasters, personal safety, and health emergencies.

State Goal Match:

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Narrative

Objectives

1. Strategize and build capacity during non-crisis periods to collect and disseminate relevant information, gauge the situation, plan for contingencies, and stock necessary supplies.

Timeline: 10/01/2025 to 09/30/2026

Activities

Actively collect and distribute educational materials of accurate and relevant response and recovery efforts to staff, clients, and community members.

Have staff attend or arrange relevant trainings and meetings .

Review and update the Emergency Preparedness and Response Plan as needed, building on lessons learned relating to the pandemic.

Strengthen and maintain relationships with the local health departments and other community partners essential to response efforts at the local level.

Expected Outcome

Actual Outcomes FY 2024:

Materials presented at Local Emergency Management meetings are shared with Agency staff to share with participants. Trainings to gain knowledge on crisis situations are attended as capacity allows . Monthly attendance at Local Emergency Management meetings continues. Meetings are held periodically with the internal Safety and Emergency Preparedness Committee to review and discuss Emergency Plan updates or improvements. Regular contact with Local Health Department staff continues.

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Planned Service Array

Category	Services
Provided by Area Agency	<p>Access</p> <ul style="list-style-type: none"> • Care Management • Case Coordination and Support • Information and Assistance • Options Counseling • Outreach <p>Community</p> <ul style="list-style-type: none"> • Disease Prevention/Health Promotion <p>Nutrition Services</p> <ul style="list-style-type: none"> • Carry Out Meals • Congregate Meals • Home Delivered Meals <p>Caregivers of Older Adults Services</p> <ul style="list-style-type: none"> • Caregiver Education • Caregiver Information and Assistance • Caregiver Options Counseling • Caregiver Training <p>Regional Services</p> <ul style="list-style-type: none"> • Crisis Services for the Elderly - Assistance paying for such things as a utility bill, prescription medications and emergency shelter with a maximum of \$300 spent per unduplicated client each fiscal year.
Contracted by Area Agency	<p>Access</p> <ul style="list-style-type: none"> • Information and Assistance • Transportation <p>In-Home</p> <ul style="list-style-type: none"> • Friendly Reassurance • Homemaking • Personal Care <p>Community</p> <ul style="list-style-type: none"> • Disease Prevention/Health Promotion • Legal Assistance

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	<p>Community</p> <ul style="list-style-type: none"> • Long Term Care Ombudsman • Prevention of Elder Abuse, Neglect and Exploitation <p>Caregivers of Older Adults Services</p> <ul style="list-style-type: none"> • Adult Day Services • Respite Care <p>Older Relative (Kinship) Caregiver Services</p> <ul style="list-style-type: none"> • Kinship Caregiver Respite Care • Kinship Caregiver Supplemental Services
<p>Local Millage Funded</p>	<p>Access</p> <ul style="list-style-type: none"> • Case Coordination and Support * • Information and Assistance * <p>In-Home</p> <ul style="list-style-type: none"> • Chore * • Home Injury Control * • Homemaking * • Personal Care * <p>Community</p> <ul style="list-style-type: none"> • Disease Prevention/Health Promotion * • Legal Assistance * • Long Term Care Ombudsman * • Prevention of Elder Abuse, Neglect and Exploitation * <p>Nutrition Services</p> <ul style="list-style-type: none"> • Carry Out Meals * • Congregate Meals * • Home Delivered Meals * <p>Caregivers of Older Adults Services</p> <ul style="list-style-type: none"> • Caregiver Supplemental Services * • Respite Care *
<p>Participant Private Pay</p>	<p>Access</p> <ul style="list-style-type: none"> • Transportation • <p>In-Home</p> <ul style="list-style-type: none"> • Chore • Home Injury Control • Home Care Assistance • Homemaking • Home Health Aide

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	<p>In-Home</p> <ul style="list-style-type: none"> • Medication Management • Personal Care <p>Community</p> <ul style="list-style-type: none"> • Assistance to Hearing Impaired & Deaf Community • Counseling Services • Disease Prevention/Health Promotion • Home Repair • Legal Assistance • Vision Services <p>Nutrition Services</p> <ul style="list-style-type: none"> • Carry Out Meals • Congregate Meals • Home Delivered Meals <p>Caregivers of Older Adults Services</p> <ul style="list-style-type: none"> • Adult Day Services • Respite Care <p>Older Relative (Kinship) Caregiver Services</p> <ul style="list-style-type: none"> • Kinship Caregiver Respite Care • Kinship Caregiver Supplemental Services
<p>Funded by Other Sources</p>	<p>Community</p> <ul style="list-style-type: none"> • Disease Prevention/Health Promotion • Legal Assistance • Long Term Care Ombudsman • Prevention of Elder Abuse, Neglect and Exploitation <p>Nutrition Services</p> <ul style="list-style-type: none"> • Carry Out Meals • Congregate Meals • Home Delivered Meals <p>Caregivers of Older Adults Services</p> <ul style="list-style-type: none"> • Caregiver Supplemental Services <p>Older Relative (Kinship) Caregiver Services</p> <ul style="list-style-type: none"> • Kinship Caregiver Supplemental Services <p>Regional Services</p>

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	<p>Regional Services</p> <ul style="list-style-type: none">• Crisis Services for the Elderly - Assistance paying for such things as a utility bill, prescription medications and emergency shelter with a maximum of \$300 spent per unduplicated client each fiscal year.
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* Not PSA-wide

Services		Method of Service Provision			
Service Type	Service	Direct Services	Purchased Services	Contracted Services	Direct / Purchased / Contracted Total
Access Services	Care Management	\$ 239,903			\$ 239,903
Access Services	Case Coordination & Support	\$ 19,100			\$ 19,100
Access Services	Information & Assistance	\$ 49,857		\$ 83,333	\$ 133,190
Access Services	Options Counseling	\$ 16,667			\$ 16,667
Access Services	Outreach	\$ 31,972			\$ 31,972
Access Services	Transportation			\$ 8,333	\$ 8,333
In-Home Services	Friendly Reassurance			\$ 16,667	\$ 16,667
In-Home Services	Homemaker		\$ 1,014,412		\$ 1,014,412
In-Home Services	Personal Care		\$ 68,889		\$ 68,889
Community Services	Disease Prevention/Health Promotion	\$ 27,778		\$ 35,341	\$ 63,119
Community Services	Elder Abuse Prevention			\$ 7,017	\$ 7,017
Community Services	Legal Assistance			\$ 29,976	\$ 29,976
Community Services	Ombudsman			\$ 173,044	\$ 173,044
Community Regional Services	Crisis Services		\$ 22,222		\$ 22,222
Nutrition Services	Carry-Out Meals	\$ 55,555			\$ 55,555
Nutrition Services	Congregate Meals	\$ 682,901			\$ 682,901
Nutrition Services	Home-Delivered Meals	\$ 1,249,745			\$ 1,249,745
Respite Services	Adult Day Services			\$ 166,997	\$ 166,997
Information Services	Caregiver Education (use for Caregiver Outreach)	\$ 16,823			\$ 16,823
Access Assistance	Caregiver Information and Assistance	\$ 38,889			\$ 38,889
Access Assistance	Caregiver Options Counseling	\$ 37,778			\$ 37,778
Counseling/Support Groups/Training	Caregiver Training	\$ 22,222			\$ 22,222
Respite Services	Respite Care – In-Home Respite		\$ 133,120		\$ 133,120
Respite Services	Kinship Caregiver Respite Care		\$ 16,667		\$ 16,667
Supplemental Services	Kinship Caregiver Supplemental - Other		\$ 16,667		\$ 16,667
		\$ 2,489,190	\$ 1,271,977	\$ 520,708	\$ 4,281,875