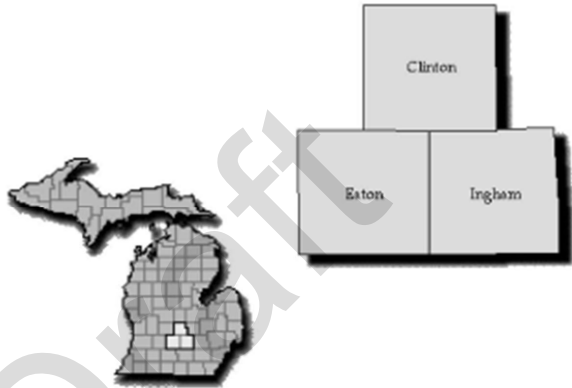


FY 2027 Annual Implementation Plan

Tri-County Office on Aging Region 6

DRAFT SUMMARY



Planning and Service Area
Clinton, Eaton, Ingham

Tri-County Office on Aging

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Executive Summary

1. Provide a brief history of your AAA and PSA including the mission statement, vision, service population, and primary focus for the next three years.

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. TCOA was designated the Area Agency on Aging through the Michigan Bureau of Aging, Community Living, and Supports as a response to the 1973 amendments of the federal Older Americans Act. TCOA's mission is to promote and preserve the independence and dignity of the aging population. Please see the Planning and Service Area Landscape section or demographic chart below for more information about our service population.

The primary focus over the next three years will be expanding access, strengthening partnerships, eliminating waiting lists, educating older adults, adults with disabilities, and caregivers about abuse, neglect, and exploitation, and celebrating aging.

2. Describe how the AAA used data from the assessment of unmet needs and the perspectives of older adults, family caregivers, service providers, and the public to inform and develop the multi-year plan. [See OAA §1321.65(b)(3); OMA 400.586; Operating Standard for AAAs C-2(4).]

The Tri-County Office on Aging (TCOA) needs assessment to inform the Fiscal Years 2027-2029 Multi-Year Plan (MYP) included in-person and virtual community forums (10 total), phone and online/paper surveys (473 responses received) and staff discussion.

Survey findings and forum discussion found the top five most selected unmet needs were food or nutritious food options (46.3%), door-to-door transportation (40%), affordable housing (38.2%), home maintenance and chore services (33.4%), and information about senior services (31%). Community Conversations showed that extracurricular activities, in-home supports, technology training, and food access were priorities to those connected with a congregate dining site, senior center, or senior apartment complex. Barriers to participate in programs and services included health, not wanting to go alone, cost or lack of funding, lack of information, and transportation. These findings heavily influenced the objectives and activities within the Plan, ensuring each identified need was incorporated within the scope of the area agency.

3. List all awards and accreditations received by the AAA.

TCOA maintains NCQA Accreditation of Case Management for Long Term Services and Supports and in our most recent accreditation we received a score of 100%.

4. Does your AAA have a Strategic/Long-Term Plan?

Yes No

Please describe your Strategic/Long-Term Plan and how it informed the development of the MYP.

TCOA's 2025 - 2030 Strategic Plan was thoughtfully developed using the valuable feedback provided through a staff survey, along with insights from our Advisory Council and Administrative Board members. The plan reflects the collective priorities, ideas, and goals shared by everyone involved. The Strategic Plan guides not only how we invest resources but also how we show up as an organization. It's designed to ensure alignment with our mission while empowering all staff to contribute to the shared vision in meaningful ways.

Staff instrumental in the creation of the Strategic Plan were also heavily involved in the development of the Multi-Year Plan contents and attachments, and relevant elements of the Strategic Plan have been incorporated as applicable.

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Demographic Data for PSA

Population	Census (most current data available)	AAA Population Served Last Fiscal Year (NAPIS)
Total Population 60+ (%)	22.34	2.73
Race/Ethnicity 60+ (%)		
a. Black/African American	6.49	13.03
b. Asian	1.90	0.49
c. White	87.41	75.83
d. Hispanic/Latino	3.45	3.97
e. Other	4.20	1.81
Total 60+ Population in Rural areas (%)	38.22	26.89
Total 60+ Population at Poverty Level (%)	7.85	37.30
Total 85+ Population (%)	8.79	19.23
Total 60+ Non-English-Speaking Population (%)	7.05	1.99

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2027–2029 MYP Goals

MYP Goal

A. Enhance access to services for older adults and caregivers to support their health, independence, and social connectedness.

State Goal Match: 1

Narrative

TCOA holds the independence and dignity of the aging population to high regard and hopes to improve access to information for local residents. Feedback from the needs assessments and community forums revealed that one of the biggest unmet needs was information about senior services. Connecting individuals with supports, services, and resources will help individuals make informed decisions to support their independence.

Planned Activities

1. Support formal and informal caregivers in the community through resource sharing, education, and collaboration.

Timeline: 10/01/2026 to 09/30/2027

Planned

- Maintain the Resource Directory for Caregivers with an emphasis on dementia supports in partnership with other community organizations.
- Provide additional education and resources for professional and non-professional caregivers through email distribution lists, informational packets, and on social media.
- Increase registered users to Trualta by promoting the availability of the online learning platform to improve caregiver confidence, reduce stress, and prevent burnout.

Expected Outcome

There will be a decreased rate of caregiver burn-out in the tri-county area. Direct care workers will gain knowledge and skills.

Progress

2. Provide healthy and well-balanced meals to 2% more eligible participants.

Timeline: 10/01/2026 to 09/30/2027

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Planned

- Nutrition staff will increase outreach efforts by attending 2-3 community outreach events annually.
- Community Nutrition Education Newsletters will contain one new nutrition resource 6 times per year.
- Senior Project Fresh distribution will provide participants with a welcome packet containing at least 3 food resources in the community.
- Explore additional funding sources and partnerships to prevent wait lists and expand access.
- Consistent product and process improvement review to lower cost and increase choice and access.

Expected Outcome

Tri-county residents who are older adults nutritionally at risk will have increased access to healthy and affordable meals.

Progress

3. Continue to expand access to health and wellness supports, including those that address dementia.
Timeline: 10/01/2026 to 09/30/2027

Planned

- Promote scheduled workshops in the community through email distribution lists and social media.

Expected Outcome

Tri-county residents will have greater access to evidence-based disease prevention programs and the understanding of how to self-manage chronic conditions will improve. Health outcomes in the community will improve.

Progress

4. Increase information sharing of programs and services to communities and people of color, immigrants, veterans, and LGBTQ+ individuals.
Timeline: 10/01/2026 to 09/30/2027

Planned

- Offer educational opportunities on cultural responsiveness to equip staff to provide more inclusive services and supports.
- Review program and service materials annually to determine appropriate linguistic translations for the tri-county region.

Expected Outcome

Community members will feel more accepted and will be more informed about what services are available to them in their area.

Progress

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5. Explore options through community partners for increased usability and access to local transportation.
Timeline: 10/01/2026 to 09/30/2027

Planned

- Promote education on community and private transportation options through distributed materials.
- Advocate for the continuation of public transportation options for cross-county/regional travel, including transportation millages.
- Advisory Council Agency Representatives will provide regular updates from their regional transportation authority for collaboration with TCOA staff and Advisory Council members.

Expected Outcome

Tri-county residents will have increased access to transportation options which will aid in the reduction of isolation and barriers that hinder the ability of participants to get to appointments and other activities and events in the community. Community integration and health outcomes will improve.

Progress

6. Increase access to kinship care services provided by Tri-County Office on Aging by serving 5% more participants.
Timeline: 10/01/2026 to 09/30/2027

Planned

- Attend 3 intergenerational events to distribute program materials and promote supports.
- Distribute materials to 10 schools in the tri-county area.

Expected Outcome

Tri-county Kinship Caregivers will have access to respite and supplemental services that benefit the caregiver and care recipient(s). Kinship Caregiver burnout in the tri-county area will decrease.

Progress

B. Promote collaborations and partnerships across MDHHS and other state departments, AAAs, Title VI Tribal grantees, and other agencies and organizations.

State Goal Match: 2

Narrative

Strengthened partnerships will foster increased access, better understanding, and enhanced compliance. It also provides support in the pursuit for supplemental funding. Partnering with agencies and organizations statewide for advocacy sends a unified message to legislators and have proven effective .

Planned Activities

1. Monitor available grant opportunities to identify potential funding sources to promote sustainability, innovation, and to further the mission of the agency.

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Timeline: 10/01/2026 to 09/30/2027

Planned

- Review additional funding sources and partnerships for program sustainability and to address and prevent wait lists.
- Complete Letters of Intent for community partners with initiatives that support older adults, adults with disabilities, and caregivers.

Expected Outcome

Wait lists will be reduced or eliminated. Initiatives that support older adults, adults with disabilities, and caregivers will reduce barriers and increase access to services and supports.

Progress

2. Work to advance advocacy efforts in the tri-county area through increased collaboration.

Timeline: 10/01/2026 to 09/30/2027

Planned

- 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 and other advocacy organizations to increase state and federal funding for in-home services to address and prevent waiting lists.
- Advocate for the continuation of public transportation options for cross-county/regional travel through communication on the Advisory Council and regional surveys.
- TCOA Executive Director sits on the Olmstead Coalition to advocate for seniors and persons with disabilities.

Expected Outcome

There will be increased partnerships and collaboration efforts that will benefit tri -county residents. Legislation and budgets will reflect efforts to increase access to home and community -based support options.

Progress

3. Actively participate in regular communication with the ACLS Bureau and its staff to foster collaboration , increase understanding, and support compliance.

Timeline: 10/01/2026 to 09/30/2027

Planned

- Participate on ACLS Bureau workgroups for process improvement and policy development
- Collaborate with ACLS Bureau Operations and Aging Network Support division on quarterly meetings.
- Attend the monthly Area Agencies on Aging Association of Michigan/ACLS Bureau meeting to increase information sharing and strategize solutions.

Expected Outcome

There will be increased transparency in the network and opportunities for sustainability.

Progress

C. Enhance pathways for accessing information, so that older adults and their support network, including those of greatest economic need and greatest social need, are aware of resources.

State Goal Match: 3

Narrative

TCOA holds the independence and dignity of the aging population to high regard and hopes to improve access to information for local residents. Feedback from the needs assessments and community forums revealed that one of the biggest unmet needs was information about senior services. Connecting individuals with supports, services, and resources will help individuals make informed decisions to support their independence. TCOA strives to identify and provide toward the increasing service needs to older adults, adults with disabilities, and caregivers in greatest economic and greatest social need.

Planned Activities

1. Maintain and expand partnerships with housing related organizations, management companies, and private property owners.
Timeline: 10/01/2026 to 09/30/2027

Planned

- Maintain public directory of senior housing, low-income, and accessible housing options in the tri-county area.
- Assist individuals apply for Housing Voucher Program
- Maintain relationships with local housing action agencies

Expected Outcome

Housing assistance will be expanded and access to community housing options will be increased which will aid in the reduction of barriers and homelessness, and community integration and health outcomes will improve.

Progress

2. Continue to expand access to health and wellness supports.

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Timeline: 10/01/2026 to 09/30/2027

Planned

- Seek out community organizations that serve diverse and underserved populations as partners to offer these programs to otherwise overlooked individuals.
- Explore community partnerships for in-kind support
- Seek out community partners and train new Coaches, Lay Leaders, and Master Trainers for these programs, as needed.

Expected Outcome

Tri-county residents will have greater access to evidence-based disease prevention programs and the understanding of how to self-manage chronic conditions will improve. Health outcomes in the community will improve.

Progress

3. By 2029, begin advancing elements of the 2025–2030 TCOA Strategic Plan to implement initiatives that reduce barriers to accessing information.

Timeline: 10/01/2026 to 09/30/2027

Planned

- Evaluate the phone system and answering system to enhance end user experience.
- Review program and service materials, website, and social media profiles regularly to determine accessible messaging.
- Advocate for updates to physical spaces to reduce barriers and create a welcoming environment.

Expected Outcome

Tri-County residents will be able to make informed decisions about their health and wellness and long-term supports and services while increasing efficiencies and improving health outcomes .

Progress

4. Expand partnerships with organizations, agencies, and businesses that serve or work with older adults, adults with disabilities, and caregivers through information sharing, program referral and project collaboration.

Timeline: 10/01/2026 to 09/30/2027

Planned

- Facilitate transportation partnerships by promoting representation on the TCOA Advisory Council and requesting informational trainings by transportation authorities for the Council and staff .
- Expand partnerships with doctors' offices, physician groups, health plans and community (i.e., Senior Centers) and faith-based organizations.
- Maintain the Long-Term Care Collaborative partnership by attending and facilitating bi-monthly meetings.
- Share community partner opportunities for technology training.

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Expected Outcome

Connections with local organizations will increase and improve communication about local programs and services while expanding access.

Progress

5. Increase access to assistance with applying to public benefits and programs.

Timeline: 10/01/2026 to 09/30/2027

Planned

- Community Resource Navigators assist tri-county older adults with applications and obtaining needed documents.
- TCOA staff will share information at community outreach events and social media to promote up-to-date public benefit awareness.
- Continue to educate on importance and impact of the services provided through the State Health Insurance Program.

Expected Outcome

Tri-county residents will make informed decisions about health benefit programs and insurance products available to them.

Progress

6. Work to advance community integration and outreach efforts by targeting presentations, media involvement, and material distribution.

Timeline: 10/01/2026 to 09/30/2027

Planned

- Work to increase representation at health fairs, presentations, volunteer recruitment events, community events, or health support groups.
- Complete an E-newsletter for public distribution monthly.
- TCOA's Advisory Council Outreach Subcommittee will complete 2 presentations, targeting libraries and senior and neighborhood centers.
- Strategize new locations for material sharing, reviewing the distribution list annually.
- Share the benefits of a senior millage with the public and elected officials.

Expected Outcome

Community members that were not previously reached will receive information about older adult programs and services available to them and their networks. Connections with local organizations will increase and improve communication about local programs and services.

Progress

7. Increase information sharing of programs and services to communities and people of color, immigrants and refugees, veterans, and LGBTQ+ individuals.
Timeline: 10/01/2026 to 09/30/2027

Planned

- Facilitate connections with culturally and/or linguistically specific organizations to reach more members of diverse communities.
- Attend monthly Immigrant and Refugee Resource Collaborative meetings
- Collaborate with Salus Center in Lansing, MI to provide and receive education and referral
- Actively recruit for representation on the TCOA Advisory Council from a local agency serving veterans

Expected Outcome

Connections with local organizations will increase and improve communication about local programs and services, and also assist with planning efforts as the agency learns from partners how to better serve and reach marginalized communities and underserved populations. Health outcomes in the community will improve.

Progress

D. Utilize language and messaging that celebrates aging and communicates the strength and value of older adults and those who provide care.

State Goal Match: 4

Narrative

TCOA holds the independence and dignity of the aging population to high regard and hopes to portray the strength and value of older adults and caregivers in the tri-county region.

Planned Activities

1. Foster partnerships and expand knowledge through initiatives that support and explore aspects of aging.
Timeline: 10/01/2026 to 09/30/2027

Planned

- Support marketing initiatives and social campaigns that celebrate aging by using shared resources and toolkits.
- Research the positive aspects of aging to further educate and inform messaging and materials.

Expected Outcome

Local residents, including older adults, adults with disabilities, and their caregivers, will become more informed on the value and benefits in aging, creating age-friendly mindsets and promoting health and independence.

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Progress

2. Evaluate public materials for age-positive language and images to avoid stereotypes and stigmas.
Timeline: 10/01/2026 to 09/30/2027

Planned

·Review program and service materials, website, and social media profiles regularly to determine appropriate messaging and imagery and respond to community feedback.

Expected Outcome

TCOA's materials will reflect age-friendly messaging, and promote health and independence.

Progress

E. Empower older adults, adults with disabilities, and caregivers to become informed about abuse, neglect, and exploitation.

State Goal Match: 1, 2, 3, 4

Narrative

TCOA's mission is to "promote and preserve the independence and dignity of the aging population." Protecting the health and safety of older adults and persons with disabilities is of the highest importance to TCOA . This agency goal is directly tied to the agency's mission.

Planned Activities

1. Increase awareness among staff and the public of abuse, fraud, and financial exploitation affecting older adults and individuals with disabilities, along with effective response strategies.

Timeline: 10/01/2026 to 09/30/2027

Planned

- Utilize social media and monthly e-newsletter to assist in publicizing information about current fraud occurrences that are reported locally.
- Disseminate information/educational materials on laws and/or policies.

Expected Outcome

Awareness of domestic abuse, physical abuse, sexual abuse and financial exploitation will be increased and tri-county residents will be better equipped to respond to and potentially prevent these situations.

Progress

2. Strategize solutions and work to reduce harm to older adults and adults with disabilities through partnerships and collaboration.
Timeline: 10/01/2026 to 09/30/2027

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Planned

- Participate in the Vulnerable Abuse Network (VANs) in the tri-county area monthly.
- Continue to participate in 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.
- Remain a referral partner with Adult Protective Services.

Expected Outcome

Connections with local organizations will increase and improve communication about local programs and services while expanding access to resources that might help address adverse situations.

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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>Older Relative (Kinship) Caregiver Services</p> <ul style="list-style-type: none"> • Kinship Caregiver Respite Care • Kinship Caregiver Supplemental Services <p>Regional Services</p> <ul style="list-style-type: none"> • Crisis Services assists individuals age 60 and over who are facing utility shut-offs, a lack of heating fuel, an inability to fill a necessary prescription or are in need of temporary housing. This is accomplished by providing a maximum \$300 per qualifying individual and by providing information and assistance about other appropriate resources.
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

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	<p>In-Home</p> <ul style="list-style-type: none"> • 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>Caregivers of Older Adults Services</p> <ul style="list-style-type: none"> • Adult Day Services • Respite Care
<p>Local Millage Funded</p>	<p>Access</p> <ul style="list-style-type: none"> • Case Coordination and Support * • Information and Assistance * • Transportation * <p>In-Home</p> <ul style="list-style-type: none"> • Chore * • 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 * <p>Regional Services</p> <ul style="list-style-type: none"> • Crisis Services assists individuals age 60 and over who are facing utility shut-offs, a lack of heating fuel, an inability to fill a necessary prescription or are in need of temporary housing. This is accomplished by providing a maximum \$300 per qualifying individual and by providing information and assistance about other appropriate resources. *

Funded by Other Sources

Access

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	<p>Access</p> <ul style="list-style-type: none">• Options Counseling <p>Nutrition Services</p> <ul style="list-style-type: none">• Home Delivered Meals <p>Regional Services</p> <ul style="list-style-type: none">• Crisis Services assists individuals age 60 and over who are facing utility shut-offs, a lack of heating fuel, an inability to fill a necessary prescription or are in need of temporary housing. This is accomplished by providing a maximum \$300 per qualifying individual and by providing information and assistance about other appropriate resources.
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* Not PSA-wide

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FY 2027 Budget Summary

Services		Method of Service Provision			
Service Type	Service	Direct Services	Purchased Services	Contracted Services	Total*
Access Services	Care Management	\$ 239,903			\$ 239,903
Access Services	Case Coordination & Support	\$ 17,067			\$ 17,067
Access Services	Information & Assistance	\$ 49,857		\$ 74,444	\$ 124,301
Access Services	Options Counseling	\$ 14,889			\$ 14,889
Access Services	Outreach	\$ 31,972			\$ 31,972
Access Services	Transportation			\$ 7,444	\$ 7,444
In-Home Services	Friendly Reassurance			\$ 14,889	\$ 14,889
In-Home Services	Homemaker		\$ 1,030,771		\$ 1,030,771
In-Home Services	Personal Care		\$ 61,551		\$ 61,551
Community Services	Health Promotion: Evidence-Based	\$ 24,817		\$ 35,200	\$ 60,017
Community Services	Elder Abuse Prevention			\$ 7,017	\$ 7,017
Community Services	Legal Assistance			\$ 29,972	\$ 29,972
Community Services	Ombudsman			\$ 173,044	\$ 173,044
Community Regional Services	Crisis Services		\$ 21,038		\$ 21,038
Nutrition Services	Carry-Out Meals	\$ 55,555			\$ 55,555
Nutrition Services	Congregate Meals	\$ 407,546			\$ 407,546
Nutrition Services	Home-Delivered Meals	\$ 1,400,743			\$ 1,400,743
Respite Services	Adult Day Services			\$ 168,340	\$ 168,340
Information Services	Caregiver Education (use for Caregiver Outreach)	\$ 16,944			\$ 16,944
Access Assistance	Caregiver Information and Assistance	\$ 39,167			\$ 39,167
Access Assistance	Caregiver Options Counseling	\$ 38,044			\$ 38,044
Counseling/Support Groups/Training	Caregiver Training	\$ 22,378			\$ 22,378
Respite Services	Respite Care – In-Home Respite		\$ 130,939		\$ 130,939
Respite Services	Kinship Caregiver Respite Care	\$ 16,789			\$ 16,789
Supplemental Services	Kinship Caregiver Supplemental - Other	\$ 16,786			\$ 16,786
		\$ 2,392,457	\$ 1,244,299	\$ 510,350	\$ 4,147,106

*This budget is an estimate and is intended for planning purposes only. Final costs may vary.