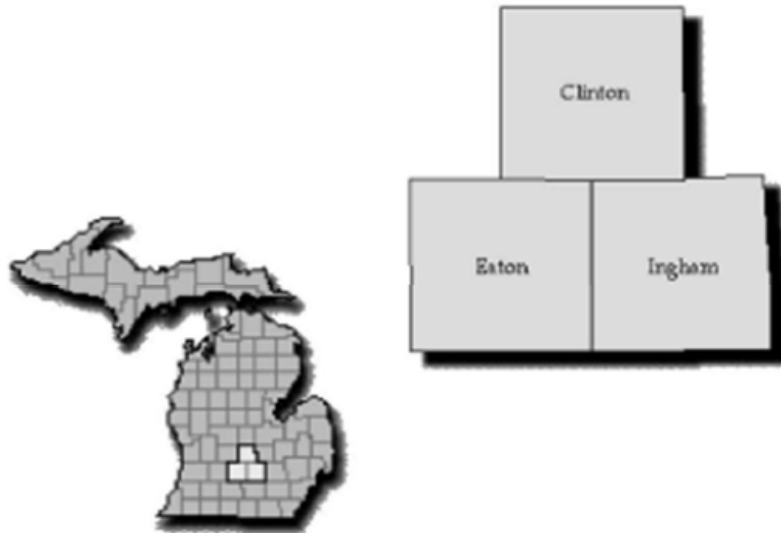


FY 2027 Annual Implementation Plan

Tri-County Office on Aging Region 6



Planning and Service Area

Clinton, Eaton, Ingham

Tri-County Office on Aging

5303 S. Cedar Street, Suite 1

Lansing, MI 48911-3800

517-887-1440 (phone)

800-405-9141 (toll-free)

517-887-8071 (fax)

Andrea Radel, Executive Director

www.tcoa.org

Regional Aging Representative

Annette Gamez

GamezA@michigan.gov

517-331-7504

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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, cross referencing each identified need to attempt to incorporate it within the Plan, 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+ (%)	22.48	2.73
Race/Ethnicity 60+ (%)		
a. Black/African American	6.38	13.03
b. Asian	1.89	0.49
c. White	86.82	75.83
d. Hispanic/Latino	3.58	3.97
e. Other	4.91	1.81
Total 60+ Population in Rural areas (%)	38.11	26.89
Total 60+ Population at Poverty Level (%)	8.04	37.30
Total 85+ Population (%)	8.51	19.23
Total 60+ Non-English-Speaking Population (%)	6.76	1.99

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Public Feedback

1. Did the AAA hold at least one public hearing on the MYP in your PSA? ☒ Yes ☐ No
2. Was the meeting held in an accessible facility or virtually following AAA requirements? ☒ Yes ☐ No
3. Did the AAA send an official notification of the complete MYP to your county/local government and Tribes within the PSA for review and consultation? ☒ Yes ☐ No
4. Was the Notice of Public Hearing(s) sent at least 30 days in advance of the scheduled hearing(s)? ☒ Yes ☐ No
5. Did the hearing notice include accessibility information for participants seeking to attend either in person or virtually? ☒ Yes ☐ No
6. Did a representative from either the Policy and/or Advisory Board(s) attend the hearing(s)? [See OAA 1321.63(a)(2)(3)(4)(5).] ☒ Yes ☐ No

7. Describe how your agency involved the Policy and/or Advisory Boards in encouraging and promoting participation to capture public feedback.

The Administrative Board and Advisory Council are notified of the MYP process, including when and where public hearings will be held and the opportunity to submit comment. The Board and Council are also provided access to the MYP via email.

8. Please provide a description of the use of U.S. Mail and electronic means for MYP distribution.

Notification of the availability to contact TCOA's Planner for a copy of the MYP was included in the public notice. Hard copies were provided via U.S. Mail to any members of the Advisory Council that do not have email. Notification of the availability of the MYP on the TCOA website was in the public notice and shared via email with providers and partners. In addition to providing the electronic notice of the Plan to TCOA Board members, TCOA will send notice of the availability of the Plan to local units of government via email for review and feedback.

9. Please provide a summary of oral and written testimony received, and its impact on the development of the MYP.

Comments included the need for transportation to medical appointments, exercise classes for those living with dementia and their caregivers, general support for the services presented in the MYP, and the expressed need for the continuation of information sharing in the community. There was also discussion around eliminating wait lists and senior millages, as well as some discussion on MI Choice. MI Choice and Senior Millages are not funded with Older American Act dollars and therefore discussion around these items did not impact the MYP. However, it is important to recognize that AAAs offer a continuum of care from multiple fund sources that can impact each program's demand for service depending on the availability of resources from one program to another. Transportation is an Access Service in the MYP. The comment about the desire for an exercise class for those living with dementia and their caregivers was shared with the Evidence-Based Programs Manager to help inform her programming research. Information and Assistance and Outreach are both services included in the MYP with the intention to continue sharing information out in the community. Eliminating wait lists is tied to advocacy efforts alongside the Silver Key Coalition for adequate funding as mentioned in the Advocacy Strategy.

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10. Describe the AAA's approach to ensure the MYP was shared with the aging network, family caregivers, service providers and the public.

The Tri-County Office on Aging will hold three public hearings throughout the service area to solicit input on its Fiscal Year 2027-2029 Multi-Year Plan. Public comments are accepted through May 14. TCOA Public Hearings complied with the Open Meetings Act, including that all in-person hearings were at accessible locations. The notice, including request for comment and participation, was published in local media outlets through paid notice in the Lansing State Journal, The New Citizen Press, The County Journal, and Meridian Weekly (notices attached), and a press release to numerous local media partners. E-mail blasts with hearing information and how to submit a comment were sent to providers, family caregivers, 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 LGBTQ+ community, and other underserved groups. The information was shared with TCOA's Advisory Council and Administrative Board. Notice was also posted on TCOA's website, Facebook page, lobby screen, and shared in the agency e-newsletter.

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Regional Service Definitions

Service Name/Definition

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.

Rationale (Explain why activities cannot be funded under an existing service definition.)

This program is designed to assist individuals who are facing non-medical emergencies including prescription costs, emergency housing and utility crises. Assistance is limited to a maximum \$300 per person per fiscal year. Individuals never receive money; rather, providers are paid directly. This program serves a vital role in helping to keep individuals living in the community and able to maintain their independence.

Service Category	Fund Source		Unit of Service
☐ Access	☒ Title III PartB	☐ Title III PartD	One unit equals one individual served.
☐ In-Home	☐ Title III PartE	☐ Title VII	
☒ Community	☐ State Alternative Care	☐ State Access	
☐ Nutrition	☒ State In-home	☐ State Respite	
☐ Caregivers of Older Adults	☐ Other		
☐ Older Relative (Kinship) Caregiver			

Minimum Standards

1. This service will provide assistance to individuals 60 years of age and older living in Clinton, Eaton or Ingham counties.
2. Program staff shall assess each request for assistance through the Crisis Services process by obtaining name, address, phone number, utility bill information and other resources the individual has approached for assistance.
3. The program shall maintain linkages with Information and Assistance programs, utility companies, local Department of Human Services and other local agencies that provide assistance.
4. The program shall develop a network of community resources to refer individuals to when other needs are identified.
5. Program staff shall be knowledgeable of community resources and have the ability to share information in a manner which empowers individuals.

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Access Services

Care Management

<u>Starting Date</u>	10/01/2026	<u>Ending Date</u>	09/30/2027
<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.

- Serve as many participants as funding will support
- 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.
- Adhere to minimum standards for care management.

Case Coordination and Support

<u>Starting Date</u>	10/01/2026	<u>Ending Date</u>	09/30/2027
<u>Total of Federal Dollars</u>	\$15,360.00	<u>Total of State Dollars</u>	\$0.00

Geographic area to be served

Clinton, Eaton, and Ingham Counties

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

- Serve as many participants as funding will support
- 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 for case coordination.

Information and Assistance

<u>Starting Date</u>	10/01/2026	<u>Ending Date</u>	09/30/2027
<u>Total of Federal Dollars</u>	\$67,000.00	<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 older adults, family members or community members.
- Secure signed contracts for general I&A services that were selected through a Request for Proposal process.
- Monitor I&A contracts with service providers for compliance, including person-centered thinking, annually.

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- 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>	10/01/2026	<u>Ending Date</u>	09/30/2027
<u>Total of Federal Dollars</u>	\$0.00	<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.

- Work to advance community integration and outreach efforts by targeting presentations, media involvement, and material distribution.
- Work to increase representation at health fairs, presentations, volunteer recruitment events, community events, and health support groups
- Complete an E-newsletter for public distribution monthly
- Strategize new locations for material sharing, reviewing the distribution list annually
- Share the benefits of a senior millage with the public and elected officials
- TCOA staff will share information at community outreach events and social media to promote up-to-date public benefit awareness.

Transportation

<u>Starting Date</u>	10/01/2026	<u>Ending Date</u>	09/30/2027
<u>Total of Federal Dollars</u>	\$6,700.00	<u>Total of State Dollars</u>	\$0.00

Geographic area to be served

Clinton, Eaton, and Ingham Counties

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

- Explore options through community partners for increased usability and access to local transportation.
- 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, through communication on the Advisory Council and regional surveys.
- Advisory Council Agency Representatives will provide regular updates from their regional transportation authority for collaboration with TCOA staff and Advisory Council members.
- Facilitate transportation partnerships by promoting representation on the TCOA Advisory Council and requesting informational trainings by transportation authorities for the Council and staff.
- 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.
- Adhere to all minimum operating standards.

Options Counseling

<u>Starting Date</u>	10/01/2026	<u>Ending Date</u>	09/30/2027
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Total of Federal Dollars \$13,400.00

Total of State Dollars \$0.00

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 Options Counseling services to tri-county residents, 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.

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Direct Service Request

Disease Prevention/Health Promotion

Total of Federal Dollars \$54,015.00 Total of State Dollars \$0.00

Geographic Area Served Clinton, Eaton, and Ingham Counties

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

Goals:

- Continue to expand access to health and wellness supports
- To support older adults in taking charge of their health through evidence-based programs.

Activities:

- 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.
- Seek out new locations to host programs.
- Promote scheduled workshops in the community through email distribution lists and social media.
- Explore community partnerships for in-kind support
- Secure signed contract for EnhanceFitness that was selected through a Request for Proposal process.

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

(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

(B) Such services are directly related to the Area Agency's administrative functions.

(C) Such services can be provided more economically and with comparable quality by the Area Agency.

(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

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

TCOA is the only organization in the tri-county area to offer Diabetes PATH to the community. In 2025 McLaren Greater Lansing discontinued their diabetes program. Although Diabetes PATH is a community-based program and does not replace a hospital based clinical program, it is an option for education beyond primary care visits. TCOA often partners with MSU Extension to offer Chronic Pain

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PATH, Matter of Balance and Walk with Ease. This decreases the burden on one organization and shares the responsibility while increasing promotion through different organizations. Additionally, MSU Extension does not have the capacity to offer these workshops as frequently as TCOA does due to lack of trained leaders (i.e., TCOA has more trained leaders in Disease prevention/Health Promotion programs).

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

Congregate Meals

<u>Total of Federal Dollars</u>	\$316,992.00	<u>Total of State Dollars</u>	\$9,299.00
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Geographic Area Served Clinton, Eaton, and Ingham Counties

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

Goal:

-Provide healthy and well-balanced meals to 2% more eligible participants year over year as the budget allows.

Activities:

-Healthy and well-balanced meals will be prepared at our Central Kitchen location and will be offered cafeteria style following a person-centered approach at the Senior Dining Site locations.

-Conduct a minimum of 2 nutrition council meetings annually, facilitated by our nutrition council volunteers.

-Nutrition staff will increase outreach efforts by attending 2-3 community outreach events annually.

-Community Nutrition Education Newsletters will contain one nutrition resource 6 times per year

-Explore additional funding sources and partnerships to prevent wait lists and expand access to include local grants and expansion of current contracts with Head Start and PACE (Senior Community Care) if made available.

-Consistent product and process improvement review to lower cost and increase choice and access.

-Conduct annual satisfaction surveys to explore opportunities to improve participant satisfaction

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

(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

(B) Such services are directly related to the Area Agency's administrative functions.

(C) Such services can be provided more economically and with comparable quality by the Area Agency.

Although all of the above provisions are applicable to some degree, provisions (A) and (C) are the most accurate and applicable to the Congregate Meals program.

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

Tri-County Office on Aging (TCOA) has actively sought other providers to administer the Congregate Nutrition Program by putting out a Request for Proposal for providing this service every three years and no one has answered the requests, other than the Tri-County Office on Aging Nutrition Program. The Tri-County Office on Aging Nutrition Program staff have answered the Request for Proposal each of the last 3 cycles and has been approved to administer this grant by both the Advisory Council and Administrative Board. In the years prior, Bureau of Aging, Community Living, and Supports asked TCOA to assume the Congregate Nutrition Program, therefore, TCOA has assumed the role. This provision has been necessary to assure an adequate supply of congregate meals in Region 6.

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

Home Delivered Meals

<u>Total of Federal Dollars</u>	\$704,882.00	<u>Total of State Dollars</u>	\$461,286.00
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Geographic Area Served Clinton, Eaton, and Ingham Counties

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

Goal:

-Provide healthy and well-balanced meals delivered to their home, to 2% more eligible participants year over year as the budget allows.

Activities:

-Referrals will be asked if there is an immediate need for food, if there is , they will be prioritized to determine eligibility and receive a delivery of food as a priority. If not, their referral will be processed in the order received.

-If initial referral indicates they do not qualify for Home Delivered Meals, they will be referred to either the TCOA Carry Out or Congregate Dining Programs.

-Recruit and maintain a volunteer pool adequate to deliver meals throughout the tri-county region through the use of social media and attendance at outreach events

-Provide monthly nutrition education materials with meals

-Conduct annual satisfaction surveys to explore opportunities to improve participant satisfaction.

-Conduct a minimum of 2 nutrition council meetings annually, facilitated by our nutrition council volunteers.

-Nutrition staff will increase outreach efforts by attending 2-3 community outreach events annually.

-Community Nutrition Education Newsletters will contain one nutrition resource 6 times per year

-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.

-Comply with all minimum standards.

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

(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

(B) Such services are directly related to the Area Agency's administrative functions.

(C) Such services can be provided more economically and with comparable quality by the Area Agency.

Although all of the above provisions are applicable to some degree, provisions (A) and (C) are the most accurate and applicable to the Home-Delivered Meals program.

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

TCOA has been providing Home-Delivered Meals since 1976, this includes extensive support from the TCOA Finance and Human Resources Departments as well as technical and supervisory supports. Home Delivered Meals receive local donations and other in-kind supports to help maintain this program. TCOA has actively sought out other providers by putting out a Request for Proposal for this program every three years and no one has answered the request, other than the Tri-County Office on Aging Nutrition Program.

The Tri-County Office on Aging Program staff have answered the Request for Proposal each of the past 3 cycles and has been approved to administer this grant by both the Advisory Council and Administrative Board. In the years prior, the ACLS Bureau asked TCOA to assume the Home-Delivered Meals program, therefore, TCOA had assumed the role. This provision is necessary to assure an adequate supply of home delivered meals in Region 6. The Ingham County Elder Services Millage provides significant support to the Nutrition Program to avoid wait lists for Home-Delivered Meals and to support expanding senior dining meals.

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

Carry Out Meals

<u>Total of Federal Dollars</u>	\$50,000.00	<u>Total of State Dollars</u>	\$0.00
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<u>Geographic Area Served</u>	Clinton, Eaton, and Ingham Counties
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Planned goals, objectives, and activities that will be undertaken to provide the service in the appropriate text box for each service category.

Goal:

-Provide healthy and well-balanced meals to 2% more eligible participants year over year as the budget allows.

Activities:

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- Nutrition staff will increase outreach efforts by attending 2-3 community outreach events annually as well as through the use of social media
- Community Nutrition Education Newsletters will contain one new nutrition resource 6 times per year
- 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.

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

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(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

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

As the sole meal provider, the TCOA Nutrition Program has adapted to the newly developed Operating Standards for the provision of Carry Out Meals, to assure that those participants who qualify for "Carry Out Meals" have been able to receive them as the budget has allowed

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

Caregiver Education

Total of Federal Dollars \$15,250.00 Total of State Dollars \$0.00

Geographic Area Served Clinton, Eaton, and Ingham Counties

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

Goal:

- Continue to expand access to health and wellness supports, including those that address dementia.
- Provide outreach services to caregivers living in Clinton, Eaton, and Ingham counties.

Activities:

- Promote scheduled workshops in the community through email distribution lists and social media.
- Explore community partnerships for in-kind support.

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- Seek out community organizations that serve diverse and underserved populations as partners to offer these programs to otherwise overlooked individuals.
- Seek out new locations to host programs.
- Provide at least 1 presentation to a caregiver group regarding agency services annually
- Participate in a minimum of 1 health and information fairs in the community.

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

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

(A) Provision of such services by the Area Agency is necessary to assure an adequate supply of such services.

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

TCOA partners with community locations to host the one-time Dementia Caregiver Series presentation who have a shared interest in dementia education. Offering the one-time Dementia Caregiver Series presentation at community locations offers flexibility for the host site and caregivers who are not able to attend a longer program.

The Michigan Poll on Healthy Aging found that most Michigan caregivers don't use or aren't aware of local programs designed to support them. Unpaid family and informal caregivers provide essential care to older adults and loved ones. It is estimated that 1.73 million Michiganians provide an estimated 1.1 billion hours of voluntary care worth approximately \$19.6 billion per year. With the ongoing direct care workforce shortage, support for unpaid caregivers is even more important for assisting older adults in their homes.

TCOA's mission is to promote and preserve the independence and dignity of the aging population. To support this mission, it is important that caregivers have a trusted, local source of information and resources for their caregiving needs. By supporting caregivers, TCOA supports the largest source of long-term services and supports in the country.

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

Caregiver Information and Assistance

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Total of Federal Dollars \$35,250.00 Total of State Dollars \$0.00

Geographic Area Served Clinton, Eaton, and Ingham Counties

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

Goal:

Provide Caregiver I&A services to caregivers in the tri-county area.

Activities:

- Refer caregivers to identified services through a person-centered process.
- Monitor the number of individuals assisted through Caregiver I&A each quarter.
- Adhere to all minimum standards.

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

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

The Michigan Poll on Healthy Aging found that most Michigan caregivers don't use or aren't aware of local programs designed to support them. Unpaid family and informal caregivers provide essential care to older adults and loved ones. It is estimated that 1.73 million Michiganians provide an estimated 1.1 billion hours of voluntary care worth approximately \$19.6 billion per year. Locally, we estimate there are approximately 56,000 caregivers in the tri-county service area providing 35.6 million hours of unpaid care.

TCOA's mission is to promote and preserve the independence and dignity of the aging population . To support this mission, it is important that caregivers have a trusted, local source of information and resources for their caregiving needs. By supporting caregivers, TCOA supports the largest source of long-term services and supports in the country.

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

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Caregiver Options Counseling

Total of Federal Dollars \$34,240.00 Total of State Dollars \$0.00

Geographic Area Served Clinton, Eaton, and Ingham Counties

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

- Provide Caregiver Options Counseling services to 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.

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

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The Michigan Poll on Healthy Aging found that most Michigan caregivers don't use or aren't aware of local programs designed to support them. Unpaid family and informal caregivers provide essential care to older adults and loved ones. It is estimated that 1.73 million Michiganians provide an estimated 1.1 billion hours of voluntary care worth approximately \$19.6 billion per year. With the ongoing direct care workforce shortage, support for unpaid caregivers is even more important for assisting older adults in their homes.

TCOA's mission is to promote and preserve the independence and dignity of the aging population . To support this mission, it is important that caregivers have a trusted, local source of information and resources for their caregiving needs. Caregiver Options Counseling utilizes a person-centered approach to help caregivers find the resources that will best support them and thereby prevent burnout, which is known to reduce instances of elder abuse. Supporting caregivers also helps to alleviate stress, and maintain the physical and mental health of caregivers, allowing caregivers to provide care to loved ones for longer

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periods of time reducing utilization of Long Term Care Nursing Facilities. By supporting caregivers, TCOA supports the largest source of long-term services and supports in the country.

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

Caregiver Training

Total of Federal Dollars \$20,140.00 Total of State Dollars \$0.00

Geographic Area Served Clinton, Eaton, and Ingham Counties

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

Goal:

-Continue to expand access to health and wellness supports, including those that address dementia.

Activities:

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

-Explore community partnerships for in-kind support

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

-Seek out new locations to host programs.

-Seek out community partners and train new Lay Leaders and Master Trainers for these programs , as needed.

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

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TCOA is the only organization that provides Powerful Tools for Caregivers, Savvy Caregiver® Program and

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Dementia Caregivers Series in the tri-county area. Without TCOA's commitment to these programs, the community would not have access to these programs in person. Having two dementia caregiver programs serves two different populations. There are many dementia caregivers whose care receiver lives in a 24/7 care facility which makes them ineligible to attend Savvy Caregiver® Program, but Dementia Caregiver Series fills that need. Powerful Tools for Caregivers is not specific to dementia, so all caregivers can benefit from it regardless of why they are caregiving.

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

Kinship Caregiver Supplemental Services

<u>Total of Federal Dollars</u>	\$15,107.00	<u>Total of State Dollars</u>	\$0.00
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Geographic Area Served Clinton, Eaton, and Ingham Counties

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

Goal:

-Increase access to kinship care services provided by Tri-County Office on Aging by serving 5% more participants.

Activities

- Attend 3 intergenerational events to distribute program materials and promote supports.
- Distribute materials to 10 schools in the tri-county area.
- Refer caregivers to identified services through a person-centered process.
- Adhere to all minimum standards.

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

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Older adults who are full-time caregivers are faced with many challenges when taking care of children or adults with disabilities. It is important for caregivers to focus on parenting, but also to remember to take care of their own needs. The Kinship Care Program was developed to provide rest, relief and a break from everyday caregiving. This program will assist full-time caregivers by arranging and funding activities for their dependents, as well as providing supplemental services to help families meet their caregiving needs. Financial support to cover the cost of needed supplies and clothing can help improve development, reduce budgetary burdens, and potentially improve outcomes.

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

Kinship Caregiver Respite Care

Total of Federal Dollars \$15,110.00 Total of State Dollars \$0.00

Geographic Area Served Clinton, Eaton, and Ingham Counties

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

Goal:

-Increase access to kinship care services provided by Tri-County Office on Aging by serving 5% more participants.

Activities:

-Attend 3 intergenerational events to distribute program materials and promote supports.

-Distribute materials to 10 schools in the tri-county area.

-Refer caregivers to identified services through a person-centered process.

-Adhere to all minimum standards.

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

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Older adults who are full-time caregivers are faced with many challenges when taking care of children or adults with disabilities. It is important for caregivers to focus on parenting, but also to remember to take care of their own needs. The Kinship Care Respite Program was developed to provide rest, relief and a break from everyday caregiving. This program will assist full-time caregivers to reduce burnout, improve mental health, and support family structures.

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

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Regional Direct Service Request

Crisis Services

Total of Federal Dollars \$8,935.00 Total of State Dollars \$10,000.00

Geographic Area Served Clinton, Eaton, and Ingham Counties

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

Goal:

Continue to meet the demand for providing this non-medical emergency assistance to Clinton, Eaton and Ingham County older adults so they can continue to live as independently as possible in the community.

Activities:

- Provide support for seniors facing utility shut-offs. One time support of up to \$300 per client, per year.
- Provide support for emergency prescription expenses of up to \$300 per client, per year.
- Provide support for temporary, emergency housing needs for homeless individuals of up to \$300 per client, per year.

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Provision of such services by the Area Agency is necessary to ensure an adequate supply of such services. Crisis Services (CS) is support for adults 60+ with non-medical emergencies designed to help stabilize their situation and maintain their safety and independence. For this program, a crisis is defined as a need for temporary housing; a lack of heating fuel or a utility shut off notice; or a need for a prescription medication that they cannot afford.

In Fiscal Year (FY) 2025, 46% of those who called Crisis Services for the Elderly received financial assistance. Even if someone does not qualify for financial assistance, all who call are provided information on other potential resources and connections to assist them with their crisis situation, when applicable. It is

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projected that this program will continue to grow and serve more seniors older adults as the need grows. In order to assist the number of individuals with these urgent needs, the Area Agency needs to continue to provide this service.

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

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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

Objectives

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. 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

2. Provide healthy and well-balanced meals to 2% more eligible participants.
Timeline: 10/01/2026 to 09/30/2027

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.

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Progress

3. 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

4. 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

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

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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

Objectives

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

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

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Planned

- Have local seniors represent the tri-county area on the Michigan Senior Advocates Council to advocate for older Michiganians.
- Continue to have Tri-County Office on Aging staff and Advisory Council representation on the planning committee for Older Michiganians 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 Michiganians 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

2. 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

3. Monitor available grant opportunities to identify potential funding sources to promote sustainability, innovation, and to further the mission of the agency.
Timeline: 10/01/2026 to 09/30/2027

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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

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

Objectives

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.

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

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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 2 interviews on Fox 47 Morning Blend
 - 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.

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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

Objectives

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

Objectives

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.

Progress

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Planned Service Array

Category	Services
Provided by Area Agency	Access • Care Management • Case Coordination and Support • Information and Assistance • Options Counseling • Outreach Community • Disease Prevention/Health Promotion Nutrition Services • Carry Out Meals • Congregate Meals • Home Delivered Meals Caregivers of Older Adults Services • Caregiver Education • Caregiver Information and Assistance • Caregiver Options Counseling • Caregiver Training Older Relative (Kinship) Caregiver Services • Kinship Caregiver Respite Care • Kinship Caregiver Supplemental Services Regional Services • 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	Access • Information and Assistance • Transportation In-Home • Friendly Reassurance • Homemaking

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	In-Home • Personal Care Community • Disease Prevention/Health Promotion • Legal Assistance • Long Term Care Ombudsman • Prevention of Elder Abuse, Neglect and Exploitation Caregivers of Older Adults Services • Adult Day Services • Respite Care
Local Millage Funded	Access • Case Coordination and Support * • Information and Assistance * • Transportation * In-Home • Chore * • Homemaking * • Personal Care * Community • Disease Prevention/Health Promotion * • Legal Assistance * • Long Term Care Ombudsman * • Prevention of Elder Abuse, Neglect and Exploitation * Nutrition Services • Carry Out Meals * • Congregate Meals * • Home Delivered Meals * Caregivers of Older Adults Services • Caregiver Supplemental Services * Regional Services • 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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	Access • Options Counseling Nutrition Services • Home Delivered Meals Regional Services • 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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Program Development Spending Plan
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Does the MYP budget reflect the use of Program Development funds?

☒ Yes ☐ No

If yes, please describe how the funds will be used.

To the extent possible, funding supports wage and fringes for staff that perform activities under program development including planning efforts and advocacy.

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Advocacy Strategy

Please describe the following:

1. How will the AAA monitor, evaluate, and comment on policies, programs, hearings, levies, and community actions which affect older individuals and family caregivers which the area agency considers to be aligned with the interests identified in the Act?

Advocacy is done on the national, state, and local levels. TCOA's membership in the Area Agencies on Aging Association of Michigan (4AM), USAging, and the Silver Key Coalition provides timely information on important issues and bills being discussed and voted on at the national and state legislatures. We evaluate the data in advocacy alert toolkits and join in a unified response with network and local partners.

Three older adult representatives sit on the Michigan Senior Advocates Council (MSAC). The MSAC representatives report to the Advisory Council at their regular meetings on proposed legislation and issues being worked on. The Advisory Council's opinion is also sought and at times action is recommended in support of an issue.

When the TCOA Advisory Council membership has a concern, they seek out more information and may support an issue through a letter expressing their opinion. This information is then shared with the appropriate individual(s) or organizations. Periodically, information on how to advocate as an individual is provided to Advisory Council members and providers, this includes data on current topics, tips on advocacy, pertinent statistics and names and addresses of national and state elected officials. Individuals are encouraged to personally express their ideas and to encourage other groups they are involved with to do the same.

TCOA also provides Letters of Support on legislation or for community partners looking to secure funding that aligns with the agency's mission and supports a healthier aging community.

TCOA staff have also made an intentional effort to increase attendance at coffee hours and town halls, as well as completing more advocacy letters and phone calls. In recent months, the agency has been contacted by multiple local offices to connect community members with benefits and services, a testament to the advocacy and relationship building efforts mentioned.

2. How will the AAA solicit comments from the public on the needs of older individuals and family caregivers?

TCOA solicits comments from the public on the need of older individuals and family caregivers through the needs assessment process and public hearings for the Annual Implementation Plan and Multi-year Plan.

The Tri-County Office on Aging Advisory Council acts in an advisory capacity to the Consortium Administrative Board. At least one-half of the council consists of senior citizens (age 60+), appointed by their respective units of government. The remaining members represent community agencies appointed by the Consortium Board. This composition offers the perspectives of both older adults and service providers on aging issues.

Quality = Choice, Satisfaction, and Independence (CSI) is a consumer based advisory group that defines quality as perceived by the consumer for Home and Community Based Services and the Self-Determination Option in order to provide access and increase quality care.

3. How will the AAA represent the interests of older individuals and family caregivers to local level and executive branch officials, public and private agencies, or organizations?

TCOA is actively involved in Senior Action Week and Older Michiganians Day at the state Capitol. Older adults are encouraged to let elected officials know their opinion on an issue with tips on advocacy and how to contact elected officials with names, e-mail addresses and phone numbers provided.

Partnerships with the disability community have also been strengthened through collaboration with Disability Network Capital Area and the Michigan Disability Rights Coalition. Along with Disability Network Capital Area, the executive director of TCOA is a part of the Olmstead Coalition to advocate for older adults and persons with disabilities. TCOA's Executive Director will also serve on the Program of All-Inclusive Care (PACE) Board.

TCOA will advocate with the Silver Key Coalition, IMPART Alliance, and other advocacy organizations to increase state and federal funding for in-home services and promote higher reimbursement rates.

Quality = Choice, Satisfaction, and Independence (CSI) is a consumer based advisory group that defines quality as perceived by the consumer for Home and Community Based Services and the Self-Determination Option in order to provide access and increase quality care.

TCOA provides leadership to the Long-Term Care Collaborative (LTCC) which is a group of public and private agencies involved in various aspects of providing long-term care. Established in 1999 to address the long-term needs and preferences of older adults and persons with disabilities, the Collaborative has focused on improving the long-term care network through sharing of information, education presentations and supporting new initiatives affecting long-term care. Members of the Collaborative work to increase choices for persons requiring long-term care and are dedicated to developing and maintaining the services and supports that people desire.

As the housing crisis in the Greater Lansing area continues, TCOA collaborates with multiple housing groups, including local Continuum of Care meetings. TCOA staff have increased communication and provided education on TCOA service eligibility to several organizations that support homeless individuals in the region.

The Advocacy page on the TCOA website has tips, resources, and links to connect with state and federal legislators, and is updated annually to include information relevant to Older Michiganians Day and Senior Action Week.

TCOA Board members are elected officials and are provided regular updates on matters of the agency and issues affecting older adults, adults with disabilities, and caregivers.

4. How will the AAA consult with and support the State's Long-Term Care Ombudsman Program?

TCOA contracts with the Long-Term Care Ombudsman Program to provide education and support in the tri-county area through Older Americans Act funding and local Millage dollars.

5. How will the AAA coordinate with public and private organizations, including units of general-purpose local government to promote new or expanded benefits and opportunities for older individuals and family caregivers?

TCOA provides leadership to the Long-Term Care Collaborative (LTCC) which is a group of public and private agencies involved in various aspects of providing long-term care. Established in 1999 to address the long-term needs and preferences of older adults and persons with disabilities, the Collaborative has focused on improving the long-term care network through sharing of information, education presentations and supporting

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new initiatives affecting long-term care. Members of the Collaborative work to increase choices for persons requiring long-term care and are dedicated to developing and maintaining the services and supports that people desire.

The Coffee Hour Networking meets monthly and brings together dozens of older adult focused agencies, nonprofits, and long-term care facilities serving Greater Lansing to share updates on available community resources and build connections among the members.

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.

On an annual basis, TCOA provides agency updates to local units of government upon request, typically through Board of Commission subcommittees. Topics range from programmatic updates to organizational changes.

6. How will the AAA take a leadership role in the PSA to assist communities in targeting resources from all appropriate sources to meet the needs of older adults and family caregivers with greatest economic and social need, particularly low-income minorities?

TCOA educates the public on available services and supports 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.

TCOA provides leadership to the Long-Term Care Collaborative (LTCC) which is a group of public and private agencies involved in various aspects of providing long-term care. Established in 1999 to address the long-term needs and preferences of older adults and persons with disabilities, the Collaborative has focused on improving the long-term care network through sharing of information, education presentations and supporting new initiatives affecting long-term care. Members of the Collaborative work to increase choices for persons requiring long-term care and are dedicated to developing and maintaining the services and supports that people desire.

7. How will the AAA work with other aging network providers, including other AAAs, in coordinated effort?

Tri-County Office on Aging (TCOA) staff sit on the statewide Advocacy Committee led by the Area Agencies on Aging Association of Michigan, chaired by a AAA counterpart.

TCOA is actively involved in Senior Action Week and Older Michiganians Day. Older Michiganians Day is an annual day of advocacy for the Area Agencies on Aging across the state when hundreds of advocates gather on the capitol lawn to speak up on issues that are important to older adults. TCOA staff sit on the Steering and Platform Committees and are heavily involved in planning efforts and event day festivities.

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Partnerships with the disability community have also been strengthened through collaboration with Disability Network Capital Area and the Michigan Disability Rights Coalition. Along with Disability Network Capital Area, the executive director of TCOA is a part of the Olmstead Coalition to advocate for older adults and persons with disabilities.

TCOA will advocate with the Silver Key Coalition, IMPART Alliance, and other advocacy organizations to increase state and federal funding for in-home services and promote higher reimbursement rates. The Silver Key Coalition is a statewide alliance of aging advocates, Area Agencies on Aging, service providers, and organizations committed to eliminating waitlists for non-Medicaid senior in-home services in Michigan.

Planning and Service Area Aging Landscape

1. Describe notable changes in trends since the last MYP providing a picture of potentially eligible service population.

Between the 2020 and the 2024 American Community Surveys (ACS), the three counties that make up TCOA's service area have seen an estimated 4% increase in the 60 and older population, while the overall service area population has decreased by 1%. The 60 and older population now represents 23% of the total tri-county population as of 2024. Those 75-84 experienced a 13% increase between the 2020 and 2024 ACS. Additionally, 14% of the service area identify as living with a disability and 13% are below poverty.

Unpaid family and informal caregivers provide essential care to older adults and loved ones. It is estimated that 1.73 million Michiganians statewide provide an estimated 1.1 billion hours of voluntary care worth approximately \$19.6 billion per year and are the largest source of long-term services and supports in the country. With the ongoing direct care workforce shortage, support for unpaid caregivers is even more important for assisting older adults in their homes. Locally, we estimate there are approximately 56,000 caregivers in the tri-county service area providing 35.6 million hours of unpaid care. Additionally, the population of potential caregivers is decreasing while the older adult population is increasing.

2. Describe how the AAA coordinates a comprehensive system of aging services within the PSA.

Tri-County Office on Aging (TCOA) not only provides several services directly, but it also contracts with local service providers to provide an array of services from Information and Assistance to in-home supports such as Personal Care and Respite with non-Medicaid dollars. Beyond the services outlined in the Multi-Year Plan (MYP), TCOA is a Medicaid Waiver agent for MI Choice services, serving those at a nursing home level of care. Some programs or services are funded by a local millage in one of the three counties in the TCOA PSA. Additionally, because TCOA is legally a consortium of three counties and two cities, each of these municipalities contribute consortium dues to the agency that help meet match requirements and cover some administration costs.

TCOA directly provides Carry Out Meals, Home Delivered Meals, and Congregate Meals. No other organization has responded to the Request for Proposal process for these programs that occurs every three years. Due to this, the ACLS Bureau approved TCOA to assume this role, and the agency has since 1976. However, TCOA does continue to solicit for proposals regularly to provide this service. The Ingham County Elder Services Millage provides significant support to the Nutrition Program to avoid waiting lists for Home Delivered Meals and to expand Congregate Meals in Ingham County only.

Crisis Services (CS) assists older adults with non-medical emergencies designed to help resolve problems in times of crisis. There is also an energy assistance component to the program which serves older adults in all of the service area who have received a utility shut-off notice, or who heat their homes with deliverable fuel and are in a crisis situation. Provision of such services by the Area Agency is necessary to assure an adequate supply of such services. The Ingham County Elder Services Millage provides some funding for crisis services for Ingham County residents aged 60 and over.

3. Describe ways in which the AAA is informing, educating and advocating within their communities.

Outreach strategies include presentations at a multitude of locations, attendance at community and health fairs, and utilizing traditional marketing methods and social media. Additionally, Tri-County Office on Aging's

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(TCOA) 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, houses of worship, senior care facilities, senior centers and community centers throughout the Clinton, Eaton, and Ingham counties. Outreach has expanded with a targeted Kinship Caregiver mailing, addition of monthly Fox 47 Morning Blend segments, and the creation of an Advisory Council Outreach Subcommittee. TCOA also has representation on local abuse prevention networks and regularly posts scam or fraud alerts on social media.

Tri-County Office on Aging (TCOA) has three representatives on the Michigan Senior Advocates Council (MSAC) and two representatives on the Senior Advisory Council (SAC). TCOA staff along with an MSAC delegate 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).

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

TCOA provides leadership to the Long-Term Care Collaborative (LTCC) which is a group of public and private agencies involved in various aspects of providing long-term care. Established in 1999 to address the long-term needs and preferences of older adults and persons with disabilities, the Collaborative has focused on improving the long-term care network through sharing of information, education presentations and supporting new initiatives affecting long-term care. Members of the Collaborative work to increase choices for persons requiring long-term care and are dedicated to developing and maintaining the services and supports that people desire.

Advocacy priorities 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.

4. Describe what home and community-based Medicaid services are available within the PSA. (Examples: PACE, MI Choice Waiver, etc.)

There are three Medicaid funded HCBS programs in our community. Medicaid and functional eligibility for the programs vary.

MI Choice offers adults eligible for a nursing facility the option of receiving long-term care in the home or community setting of their choice. After assessment, a nurse and social worker team will help eligible individuals develop a plan of care specific to them. TCOA MI Choice enrollment is typically around 1,000 participants. However, there is a fluid waiting list for the MI Choice program that is around 325 potential participants. Over the past year, the number of people added is about the same as the number removed, slightly more.

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PACE is an alternative to nursing home care and – through an interdisciplinary care team (IDT) of physicians, nurse practitioners, nurses, social workers, therapists, van drivers, and aides – coordinates and provides preventive, primary, acute, and long-term care services, so older individuals can continue living in the community. The interdisciplinary team collaborates with older adults and their families to create a comprehensive and coordinated personal care plan, make all necessary appointments, coordinate specialists, fill prescriptions, and provide transportation to and from PACE centers.

The Home Help program is administered by the Michigan Department of Health and Human Services (MDHHS) and provides personal care services to individuals who need hands-on assistance with Activities of Daily Living (ADLs) and assistance with Instrumental Activities of Daily Living (IADLs).

TCOA is a MI Choice Waiver Agent and refers to the local PACE and Home Help programs. Access staff process all referrals according to time of receipt. No priority is given to referrals with MI Choice Waiver requests, or other internal programs.

5. Describe other significant initiatives and grants leveraged by the AAA. (Examples: MI Options, SCSEP, MHEP, etc.)

Tri-County Office on Aging administers MI Options for Clinton, Eaton, Ingham Counties. TCOA's SHIP/MIPPA counselors provide comprehensive Medicare and Medicaid education to community residents in a non-biased, confidential, person-centered manner. TCOA's Medicare and Medicaid education is free and focuses on building trust and broadening client knowledge so individuals can make informed decisions. TCOA also offers no cost, non-biased, Person-Centered Options Counseling (PCOC). PCOC counselors utilize skills and education to build relationships and establish trust; expertise needed to complete a thorough biopsychosocial assessment and develop a comprehensive person-centered care plan. Sustainability and long-term funding of this program are unknown.

6. a. Describe how the AAA addresses unmet needs by referring individuals to organizations such as Commissions/Councils on Aging, Departments on Aging, Health Care Organizations/Systems, Veterans Agencies, Tribal Organizations, Faith-based Organizations, Public Health, Mental Health, Community Action Agencies, Legal Assistance and Elder Rights Programs, etc.

TCOA strives to provide access to information, options counseling, and services to improve one's ability to make informed decisions regarding independence and long-term care supports.

Options Counseling offers older adults and their caregivers assistance in planning to meet long-term supports and service needs before or as they arise for individuals to remain in the community as they age.

Information & Assistance staff provide information and referral on topics related to older adults and persons with disabilities, such as in-home services, community resources, and housing information, and directs members of the community to appropriate agency and community programs. TCOA strives to provide access to information, options counseling, and services to improve one's ability to make informed decisions regarding independence and long-term care supports. TCOA also employs two Community Resource Navigators who connect underserved communities with existing resources to assist clients in overcoming barriers to health and social services and to address social determinants of health.

TCOA Access staff frequently work with or refer individuals to community partners such as Legal Services of South-Central Michigan, Capital Area Community Services, Adult Protective Services, law enforcement social workers and housing agencies in an attempt to address needs collaboratively. Crisis services staff frequently

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refer individuals to Salvation Army or St. Vincent de Paul to address additional needs that TCOA cannot meet.

Individuals on the waiting lists are referred to other TCOA or community programs that may benefit them while waiting (such as options counseling, information and assistance, or Meals on Wheels), or might be able to meet their needs more quickly (PACE or Home Help). Home delivered meals referrals receive information for food resources in the area such as food banks, food pantries and commodities, as well as other appropriate program and service information.

6. b. How does the AAA foster relationships with these community partners?

TCOA provides leadership to the Long-Term Care Collaborative (LTCC) which is a group of public and private agencies involved in various aspects of providing long-term care. Established in 1999 to address the long-term needs and preferences of older adults and persons with disabilities, the Collaborative has focused on improving the long-term care network through sharing of information, education presentations and supporting new initiatives affecting long-term care. Members of the Collaborative work to increase choices for persons requiring long-term care and are dedicated to developing and maintaining the services and supports that people desire and include Community Action Agencies; Clinton Eaton and Ingham Community Mental Health, and Disability Network Capital Area.

Program staff coordinate with partners to expand access to programs and services like evidence-based workshops, benefit counseling, unmet and emergency needs, and more. TCOA also utilizes partners to assist with staff trainings, and agency representation on the Advisory Council provides further opportunity for collaboration. TCOA's Advisory Council members are a diverse group of individuals who share TCOA information to their own unique communities. Members also represent community organizations, providers, health departments, and human service agencies.

SHIP staff cultivate and foster relationships to reach low-income beneficiaries, individuals whose primary language is not English, as well as rural beneficiaries who have barriers with transportation to Lansing.

TCOA conducts quarterly provider meetings where contracted service providers (as well as any non-contracted providers who are interested in attending) are able to discuss issues on how to better serve current and future participants, including those who are in low-income or underserved populations as well as those in the BIPOC and LGBTQ+ communities. Additional meetings are facilitated for information sharing and technical assistance. Furthermore, enhanced collaboration with Senior Centers has been a welcome addition to our calendar to share information and resources, and foster communication.

Fundraising and community engagement efforts have been implemented for increased sustainability-funding donations and community-wide long-term relationship building. These efforts are pursued through two annual events and supplemental development activities including donation solicitations, strategic networking, and consistent impactful presence in community spaces or with community stakeholders. A dedicated fundraising specialist serves to increase resource accessibility and support by concurrently sharing information about essential programs while inviting community members or organizations to support those critical services through sponsorship, donations, or volunteerism.

The Coffee Hour Networking meets monthly and brings together dozens of older adult focused agencies, nonprofits, and long-term care facilities serving Greater Lansing to share updates on available community resources and build connections among the members.

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TCOA's Executive Director is being confirmed to serve on the Program of All-Inclusive Care (PACE) Board.

It is written in the is TCOA 27-29 MYP Goals, Objectives, and Activities to collaborate with ACLS Bureau Operations and Aging Network Support division on quarterly meetings and attend the monthly Area Agencies on Aging Association of Michigan/ACLS Bureau meeting to increase information sharing and strategize solutions.

7. Describe how the AAA identifies veterans during intake and coordinates veteran-related support services and/or referral programs with appropriate veteran agencies.

During initial conversations with individuals or families seeking services, TCOA Access Staff ask basic demographic questions that help guide the conversation to the information or program that the individual is seeking. Depending on the need, callers are often asked if the person in need of the service or their spouse are veterans.

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.

For the first time TCOA is a partner in the Veteran Directed Care (VDC) program in collaboration with the Battle Creek VA Medical Center to provide veterans with nursing home level of care needs, and 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.

8. Describe services that address incidence of hunger, food insecurity, malnutrition, physical and mental conditions and/or self-direction. [See OAA 306(a)(16) (42 U.S.C. 3026(a)(16)).]

Tri-County Office on Aging's (TCOA) nutrition program, commonly referred to as Meals on Wheels, offers home delivered meals, congregate dining, carry out meals, and farmers market coupons through Senior Project Fresh. These services provide well-balanced meals and social opportunities to participants.

TCOA directly offers six evidence-based programs and one evidence-informed program to meet the needs of older adults, their families, and caregivers. The programs that are directly offered by TCOA are: Diabetes PATH, Chronic Pain PATH, A Matter of Balance: Managing Concerns about Falls, Powerful Tools for Caregivers, Savvy Caregiver® Program, Walk with Ease, and the Dementia Caregiver Series. TCOA also works with the YMCA of Lansing and other community partners to offer an additional evidence based exercise program: Enhance® Fitness. These programs focus on building knowledge and understanding, goal setting, and monitoring symptoms and progress to manage chronic illnesses, reduce symptoms, and improve overall health.

9. Describe how the AAA or its subcontractors are maintaining the fidelity of the health promotion/disease prevention programs.

TCOA follows evidence-based program fidelity by following the implementation guidelines set forth by each program administrator (i.e. SMRC, Maine Health, Arthritis Foundation, etc.). This includes but is not limited to training facilitators on how to maintain fidelity, following the manual as written, adhering to the required program schedule (i.e., 2 ½ hours once/week for 6 weeks for PATH programs), etc. TCOA also adheres to the ACLS Bureau Operating Standards.

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Annual contractors are assessed in accordance with AAA standard C5. The assessments are conducted in two parts. First, a programmatic assessment checks compliance to ensure that the contractor:

1. is operating with the ALS Bureau standards as outlined in scope of services
2. maintains appropriate licensing
3. following state and federal law and AAA policies
4. resolved any corrective action required in previous audits

The second part is the financial assessment conducted by the finance department to ensure compliance with the generally accepted accounting principles. Contractors are also given the opportunity to request technical assistance and identify needed recourse during the assessment.

10. Describe how the AAA promotes health promotion/disease prevention programs to maximize community awareness and participation.

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 new locations to host workshops to broaden our reach. Host sites promote the workshops within their networks for maximum promotion and community awareness. Printed workshop flyers are distributed at various outreach events. Workshops are shared on social media and promoted in local publications, as funds allow.

11. Describe Alzheimer's Disease and related disorders programs and education that the AAA offers and/or supports.

Caregivers of those living with dementia are provided with information about the Savvy Caregiver® Program, Powerful Tools for Caregivers workshop, Dementia Caregiving Series, and the service of dementia consultation through Options Counseling. As the need for caregiver supports continues to grow, TCOA is open to implementing processes to help accommodate this ongoing need. TCOA would like to work to expand access to programs and services in order to better serve non-professional caregivers who are caring for loved ones with dementia and related conditions. Maintaining the Resource Directory for Caregivers remains a priority. TCOA also holds a subscription to Trualta, an online learning platform to improve caregiver confidence, reduce stress, and prevent burnout. Additionally, TCOA makes referrals to the Alzheimer's Association for caregiver programming, such as support groups.

12. Does the AAA administer a senior millage in the PSA?

☒ Yes ☐ No

13. Are there any counties or townships in the PSA in which the AAA is working with the local officials to initiate potential senior millage? If yes, please describe:

☐ Yes ☒ No

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Greatest Economic and Greatest Social Need

Please describe the following:

1. How the AAA defines Greatest Economic and Greatest Social need for the PSA.

Older adults served by TCOA are increasingly experiencing housing instability, which in turn may lead to serious challenges with physical and mental health and accessing resources and services, further exacerbating financial and housing challenges. TCOA also considers those with an income below 125% of federal poverty level to be considered in great need.

Those with greatest social need served by TCOA often face one or more of the following challenges that puts them at risk of losing their independence: Living alone, living in a rural area (defined as outside of Lansing), having physical and/or mental disabilities, living with chronic condition(s), or a limited ability to speak English.

2. How the AAA educates the public, its partners, and service providers on the Older Americans Act expectations regarding targeting older adults with greatest economic and greatest social need.

Outreach strategies include presentations at a multitude of locations, attendance at community and health fairs, and utilizing 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.

The Advisory Council Outreach Subcommittee is a volunteer group of Advisory Council members with a special interest in sharing information about TCOA programs throughout Clinton, Eaton, and Ingham counties. In addition to helping create a community-wide listing as mentioned above, this group will invite other community groups from the categories above to have a presenter from TCOA speak about services; they may drop off TCOA literature/resource listings; they may initiate a meeting between TCOA and another agency to ensure that the agency is aware of TCOA services that benefit older adults they also interact with.

Contracted service providers strive to maintain close relationships with those in greatest need in their communities and continue to integrate themselves into partner agencies and programs which facilitate contact with families and individuals who can benefit from their programs. It is a point of focus to not lose track of those who could be overlooked due to lack of resources or accessibility to information for programs that can help them. On an annual basis, TCOA meets in person with their annual contractors to address this issue and maintain it as a priority. During programmatic assessment visits, TCOA staff 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.

3. AAA's strategy to target priority populations for greatest economic and greatest social need.

TCOA's outreach team, along with the Advisory Council outreach subcommittee, are developing a community-wide listing of local hubs where older adults often have a presence: faith-based communities/houses of worship, civics clubs, Senior Centers and neighborhood associations are a few of the

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targeted categories. TCOA continues to utilize a variety of marketing methods to reach a varied population, including a monthly broadcast on Fox47 Morning Blend, e-news and social media, flyers and brochures at health services facilities/libraries/community centers/etc. TCOA's brochure and several handouts have been translated into the non-English languages most often spoken in the region: Spanish, Chinese, Arabic, Nepali, and Vietnamese. In more rural areas such as Clinton County, we are exploring new ways to reach people through the local Chamber of Commerce outreach initiatives. TCOA's quarterly meetings with our provider network, as well as a quarterly gathering of Senior Center and Community/Neighborhood Center Directors, is another avenue for reaching older adults who are connected to other agencies in the community.

4. How the AAA's Advisory Council assisted in targeting individuals with greatest economic and greatest social need. [See OAA § 1321.63(b)]

The Advisory Council Outreach Subcommittee is a volunteer group of Advisory Council members with a special interest in sharing information about TCOA programs throughout Clinton, Eaton, and Ingham counties. In addition to helping create a community-wide listing as mentioned above, this group will invite other community groups from the categories above to have a presenter from TCOA speak about services; they may drop off TCOA literature/resource listings; they may initiate a meeting between TCOA and another agency to ensure that the agency is aware of TCOA services that benefit older adults they also interact with.

Advisory Council members are also provided time on the agenda to share information about community events or helpful lived experiences that can benefit the broader group and beyond.

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Coordination to Serve Native American Elders and Family Caregivers

Please describe the following:

1. Methods for collaboration on and sharing of program information and changes.

There are no Tribes within the Tri-County Office on Aging service area.

Planning staff share the 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.

2. How services will be provided in a culturally appropriate and trauma-informed manner.

Tri-County Office on Aging provides educational opportunities on various cultures and communities at All Staff meetings. Additional trainings are provided through the platform Relias to Supports Coordinators who work with participants of Home and Community Based Services and Access Services staff. During programmatic assessments all contractors are reminded that DEI initiatives be made a part of training and of service performance.

3. Communication opportunities that service providers will offer to Title VI programs, such as participation in meetings, inclusion on email distribution lists, and presentation opportunities.

Title VI programs or local Native American Elder organizations can contact TCOA through the website or phone to request an outreach presentation. Additionally, TCOA has invited local Native organizations that assist Native American residents to join the TCOA E-newsletter to receive regular updates and opportunities to connect.

4. Opportunities to serve on advisory councils, workgroups and boards. AAAs please note whether your policy and advisory boards have tribal representation.

The Tri-County Office on Aging Advisory Council acts in an advisory capacity to the Consortium Administrative Board. At least one-half of the council consists of senior citizens (age 60+), appointed by their respective units of government. The remaining members represent community agencies appointed by the Consortium Board. This composition offers the perspectives of both older adults and service providers on aging issues.

The TCOA Consortium Board is a cooperative intergovernmental body composed of elected officials (or their designees) including representation from the Lansing Mayor's Office, Lansing and East Lansing City Councils, and the Clinton, Eaton and Ingham County Commissions.

There are no Tribes within the Tri-County Office on Aging service area.

5. How service providers will provide outreach to Tribal elders and family caregivers regarding Title III services for which they may be eligible.

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.

6. Is there a Federally Recognized Tribe within your PSA?

☐ Yes ☒ No

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7. How Title VI programs may refer individuals for Title III services.

Title VI programs may refer individuals to TCOA through the Information and Assistance Specialists by calling 517-887-1440. Staff will assist those in the tri-county region or refer those outside of the TCOA service area to their local AAA.

8. Describe any current and future collaborative efforts with Tribe(s) within the PSA including any anticipated outreach efforts.

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.

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.