

# 2017 Annual Report



**“Preparing for the Challenges that lie ahead”**







February 16, 2018

Dear Board Members, County Commissioners, Colleagues & Friends,

After finishing our 56<sup>th</sup> year of operation, I am pleased to present the 2017 UPCAP Annual Report.

During 2017, UPCAP continued to prosper, delivering and expanding critical services and programs and supporting UPCAP's mission of developing, coordinating and providing human, social and community services to the 15 counties of the Upper Peninsula of Michigan. Included among the more notable achievements in 2017 were:

- Obtaining a \$2 million award from Rural Development & MSHDA to renovate Mill Trace Apartments, a 48-unit multifamily project in Ironwood Township.
- Obtaining a \$100,000 grant from the Michigan Health Endowment Fund to develop and expand a Caregiver Education & Training Program known as REST (Respite, Education & Support Tools).
- Receiving a renewal grant of \$11,235,030 to continue providing MI Choice/Care Management services; a \$558,732 increase from 2016.
- Generating over \$1 million in investments and general fund revenue to add to UPCAP's fund balance.
- Continuing another successful year serving as Administrator for UPACC, the UP 911 Authority, the UP State Fair Authority and the UP Energy Work Group.
- Meeting all grant benchmarks set forth at the beginning of FY 2017 and achieving 95%+ compliance in all funding source assessments and audits.

As we enter into 2018, overall funding will remain stable and our short term outlook continues to be positive. In addition to maintaining our core initiatives, we will specifically focus on growth and improvements in the following areas:

- Expanding Caregiver Education Services.
- Building and strengthening Mediation Services in the central and western Upper Peninsula.
- Developing and promoting non-emergency medical transportation alternatives in isolated and underserved communities.
- Assisting the Michigan Energy Agency with the development of a regional Energy Reduction and Conservation Plan.
- Developing an active and impactful Legislative Committee within the U.P. Association of County Commissioners.

Definitely 2018 will be a busy and ambitious year. As always, I am looking forward to working with the Board and Staff, as well as our many partners and friends as we work toward addressing the goals and many challenges that lie ahead.

Sincerely,

Jonathan Mead  
President & CEO

Established in 1961, **UPCAP** (the *Upper Peninsula Commission for Area Progress*) is a tax-exempt 501 (c)(3) charitable regional organization responsible for development, coordination, and provision of human, social, and community resources within the 15 counties of the Upper Peninsula of Michigan. In 1974, **UPCAP** was designated as the **Region XI (U.P.) Area Agency on Aging** whose purpose is to advocate for and provide services to older adults residing in the Upper Peninsula.

## Board of Directors

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<b>Sarah Peurakoski</b>	<b>At - Large</b>
<b>Richard Timmer *</b>	<b>At - Large</b>
<b>Edward Jenich</b>	<b>At - Large</b>
<b>Daniel Young</b>	<b>At - Large</b>
<b>Dan LaFoilie, Secretary *</b>	<b>At - Large</b>
<b>Sharon Teeple</b>	<b>At - Large</b>
<b>Jonathan Mead, President &amp; CEO</b>	
<b>* Denotes Executive Committee Member</b>	

# Table of Contents

The following report summarizes UPCAP’s activities during 2017:

<b>U.P. Area Agency on Aging .....</b>	<b>6</b>
• Michigan Medicare / Medicaid Assistance Program	
• Health Promotion & Wellness Programs	
• Elder Abuse Education, Awareness & Prevention	
• Senior Community Service Employment Program	
• Programmatic & Financial Data	
<b>U.P. Long Term Care Services .....</b>	<b>19</b>
• Care Management & MI Choice Programs	
• Ombudsman Program	
<b>Human Resources .....</b>	<b>25</b>
• U.P. 2-1-1 Call Center	
• Housing	
• Community Corrections Program	
• U.P. Diabetes Outreach Network	
• Mediation / Resolution Services	
• U.P Association of County Commissioners	
• U.P. 9-1-1 Authority	
• U.P. State Fair Authority	
<b>Distribution of Funds .....</b>	<b>33</b>

# U.P. Area Agency on Aging

Forty four years ago, UPCAP became one of 670 **Area Agencies on Aging (AAA)** across the country that are part of a national network of federal, state, and community organizations serving the elderly. Each AAA plans and develops services for older adults in their region of the state. The responsibilities of the AAA include:

- Serving as a regional focal point for services to older adults in the Upper Peninsula
- Evaluating the needs of the elderly, and developing plans to address those needs
- Providing funding to local agencies for services and assessing the quality of the service to ensure they are being adequately provided
- Advocating for the concerns of older adults
- Providing information and assistance for older adults

Programs provided directly by or through funding support from the U.P. AAA include:

- Access Services
- Care Management
- Caregiver Education and Support
- Community Services
- Congregate Meals
- Elder Abuse Education, Awareness & Prevention
- Evidenced-Based Health Prevention & Wellness Programs
- Home Delivered Meals
- In-Home Services
- Legal Services
- Long Term Care Ombudsman Program
- Medicare/Medicaid Assistance Program (MMAP)
- Senior Community Service Employment Program (SCSEP)

The following pages summarize the programs offered by the U.P. AAA as well as financial and program specific data.

The mission of the **Area Agency on Aging (AAA)** is to assist older persons in leading independent, meaningful, and dignified lives in their own homes and communities for as long as possible.

The AAA serves as a regional focal point, advocate for the concerns of the elderly, and serves in a leadership role regarding all aging issues and services on behalf of senior citizens in the Upper Peninsula.

The Upper Peninsula AAA's specific goal is to effectively implement the mandates of the Older Americans Act (OAA). The AAA contracts with agencies for services to the elderly and develops/implements an area plan and service standards for the region.

<b>U.P. AAA Advisory Council</b>	
<b>Jimmy Bruce</b>	<b>AARP/Consumer</b>
<b>Sarah Buckley</b>	<b>Oscar G. Johnson VA Medical Center</b>
<b>Connie Fuller</b>	<b>Consumer</b>
<b>BillieJo Vantassell</b>	<b>Consumer</b>
<b>Sally Kidd</b>	<b>U.P. Service Providers</b>
<b>Pam McKenna</b>	<b>Tendercare Health Center</b>
<b>Jaclyn Paulson</b>	<b>Upper Peninsula Health Plan (UPHP)</b>
<b>Ken Myllyla (Chair)</b>	<b>Consumer</b>
<b>Sarah Peurakoski</b>	<b>Superior Alliance for Independent Living (SAIL)</b>
<b>Scheryl Searles</b>	<b>Consumer</b>
<b>William Slavin</b>	<b>NorthCare Network</b>
<b>Elsie Stafford</b>	<b>Bishop Noa Home</b>
<b>Patricia Duyck</b>	<b>Bureau of Services for Blind Persons</b>

# Michigan Medicare / Medicaid Assistance Program

**Michigan Medicare/Medicaid Assistance Program's (MMAAP) Mission:** To educate, counsel, and empower Medicare beneficiaries and those who serve them so that they can make informed health benefit decisions.

MMAAP provides in-depth training and materials to volunteer counselors who offer free assistance to seniors, their families and caregivers on Medicare, Medicaid, and insurance-related products. During FY 2017, 8 new MMAAP counselors were trained & certified. UPCAP currently has 58 certified MMAAP volunteers available to assist beneficiaries throughout the region.

Counselors assist older adults and those with disabilities understand their benefits, and help them apply for programs that are saving them thousands of dollars per year. Collectively, U.P. MMAAP counselors spent approximately 6,000 hours providing one-on-one assistance to 8,670 beneficiaries who requested help understanding and applying for benefits. Also, 219 media/outreach events were held to inform over 260,000 people in the U.P. about benefit programs, changes in Medicare, and to provide information on MMAAP services in general.

MMAAP is Michigan's SHIP (State Health Insurance Program), and receives funding and support from the Administration for Community Living and the MI Aging & Adult Services Agency. The U.P. MMAAP Program also receives funding through a competitive federal grant called MIPPA to encourage additional outreach and assistance to low-income, rural beneficiaries who are struggling to pay their health-care costs. Over the last fiscal year, MMAAP Counselors assisted over 298 beneficiaries with programs to help them save money on their Part D premiums and co-pays, along with helping to pay their Part B premiums. The overall savings to beneficiaries was over \$4,000 per year with these assistance programs.



Photos from recent MMAAP Counselor Training

“Not all Super Hero’s Wear Capes”





# PATH

**PATH (Personal Action Towards Health)** is a Chronic Disease Self-Management Program developed by Stanford University. This 6-week program teaches practical skills for living a healthy life with a chronic health condition like diabetes, arthritis, asthma, chronic pain, or heart disease. The PATH program focuses on self-care, learning new coping strategies, and sharing personal experiences with other group members. It is designed to be a part of an individual's current medical treatment. Research has shown people who have attended this 6-session program feel better, are less limited by their illness, and spend less time in the doctor's office or hospital. UPCAP also administers two other Stanford programs, the Diabetes and Chronic Pain Self-Management programs.

**FY 2017 Summary:** A total of 12 workshops were completed in the Upper Peninsula (1 PATH, 6 Diabetes, and 5 Chronic Pain), with a total of 85 people completing these programs.

## Community Diabetes Outreach Program

**UPCAP's Community Diabetes Education Program** provides education by a Diabetes Educator and Registered Dietitian in both individual and group settings.

The purpose of this program is to offer diabetes education to those individuals who have limited or no access to existing programs, and allow ease of access by providing the program out in a community-based setting such as: senior centers, churches, and community centers.

In 2017, UPCAP applied for and received preliminary recognition through the Centers for Disease Control and Prevention (CDC) for the National Diabetes Prevention Program. The purpose of this program is to target adults at risk for developing Type 2 diabetes and to provide lifestyle coaching to help people lose weight and implement lifestyle changes (often related to diet and physical activity). One 12-month class began in March of 2016 and was completed in March of 2017, with 9 people completing the program.

# Matter of Balance

**Matter of Balance** is an award winning program designed to teach older adults in the community how to overcome their fear of falling, and encourages them to start or continue regular exercise that can improve strength and balance.

In FY 2017, UPCAP master trainers trained 13 new Matter of Balance coaches and as a result, the program is now available in all 15 counties of the Upper Peninsula. A total of 23 classes were held with 207 people successfully completing the program.

The funding received from the Area Agency Association of Michigan/Michigan Health Endowment Foundation, provided UPCAP with additional resources to train group facilitators, monitor program fidelity, and expand the number of classes offered throughout the region.

## Creating Confident Caregivers

**Creating Confident Caregivers** is an evidence-based training program for caregivers who are caring for a family member living at home with dementia and/or memory loss. This program is conducted as a six week workshop that is held each week for two hours. The Creating Confident Caregiver program was designed with the knowledge that caregivers are often thrust into the role of caregiver without any formal training or experience, resulting in increased stress and caregiver burnout. This program empowers caregivers with the key skills, knowledge, and sense of competence needed to provide a more positive caregiving experience for both the caregiver and the care receiver.

**FY 2017 Summary:** The Creating Confident Caregivers program reached 56 caregivers with a total of 7 workshops completed in 4 counties of the Upper Peninsula. Currently, the program has 3 master trainers and 2 trained leaders who provide workshops in all 15 counties of the Upper Peninsula.

In FY 2018, the goal for the Creating Confident Caregivers program is to provide workshops in all 4 regions of the Upper Peninsula. Currently, there are 10 workshops planned in 5 of the 15 counties. Additionally, the program will continue to pursue partnerships with Tribal organizations throughout the Upper Peninsula.

# Respite Education & Support Tools

In 2017, UPCAP was awarded a one year grant through the Michigan Health Endowment Fund to provide additional caregiver support services through the **Respite Education and Support Tools Program (REST)**. REST is designed to provide respite training to adults and teens who want to offer care to those in need and provide assistance to their caregivers. The ultimate goal of this training course is to assist Individuals in becoming effective companions and to instruct respite workers on the three key steps of support: prepare, care, and connect.

***FY 2017 Summary:*** A total of 7 REST companion classes and one leader training were completed in the Upper Peninsula. As a result, 47 REST companions and 7 leaders have been trained.

The goal for the REST program in FY 2018, is to expand the program into all regions of the Upper Peninsula. In addition, 2 leader trainings and 50 companion classes are currently being scheduled. The completion of the companion classes will provide an additional 350-400 trained respite companions able to provide care throughout the Upper Peninsula.



# Elder Abuse Education, Awareness & Prevention

***Elder Abuse Education, Awareness & Prevention.*** UPCAP received a small grant from the Aging and Adult Services Agency (AASA) in 2015 to develop and begin conducting educational presentations designed to increase public knowledge of Elder and Vulnerable Adult Abuse, Exploitation and Neglect. The 2015 grant resulted in the development of a short 20-minute public educational format and a one-hour intensive training designed to increase knowledge of home care providers and other professionals who might have daily interactions with the target population.

Based on the success of the 2015 project, AASA granted UPCAP a significant increase in funding for 2016 to expand the scope of the project to include a three hour training module as well as to continue with the short 20 minute and one-hour sessions, and to target as many groups, organizations and agencies as possible. For FY 2017, AASA again provided funding to UPCAP's efforts with the ultimate goal of the project to increase public knowledge on how to identify abuse, neglect and exploitation, what to do if abuse, neglect or exploitation is suspected or specifically identified and how to report such incidents.

Building upon the momentum of the FY 2016 program, UPCAP's PREVNT Team conducted 75 training sessions across the Upper Peninsula, targeting a wide variety of organizations, from traditional home care agencies, to financial institutions, colleges and universities, housing complexes, clergy, service organizations (such as Rotary, Eagles, Elks, etc), health care organizations, public safety and long-term care settings (nursing facilities, AFC & HFA facilities). Over 700 individuals participated in these various sessions. Over 50 informational sessions were conducted with several leading to requests for more intensive trainings for organizational staff. Two hour sessions were provided at nursing facilities and to the Senior Service Provider Network. Also requesting the 2-hour sessions after initial informational meetings were new target groups such as lending institutions (Banks & Credit Unions), public safety and religious organizations .

The series of public service announcements (PSA) developed in FY 16 were supplemented with two new PSA's in FY 17 and aired at varying times on the several U.P. television stations. Additional marketing tools were also developed and/or revised, and distributed at presentations and health fairs across the region, all containing instructions on how and where to report suspected instances of abuse, neglect or exploitation.

The goal of the 2017 project was to begin developing local Community Prevention plans. To accomplish this, at each presentation, participants were asked to identify who they believed were the local "champions" who might be willing to help develop

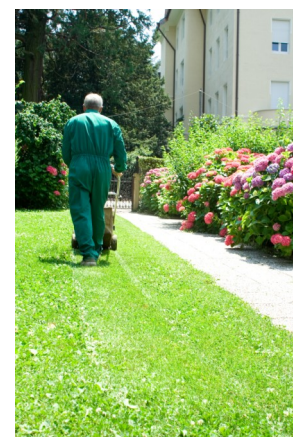
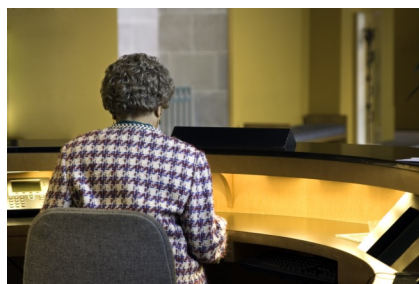
these community-specific prevention plans. Focus groups were being coordinated at the end of the fiscal year with the intent of moving forward in 2018 with the actual development of at least 5 local community prevention plans designed to respond to reported cases of abuse, neglect and exploitation, and to mobilize community resources to help victims, identify the incidents and publicize the necessary community response to assure that potential future incidents are reported and resolved before actually becoming incidents.

## Senior Community Service Employment Program (Title V)

*The Senior Community Service Employment Program's (SCSEP)* purpose is to foster and promote beneficial opportunities in community service activities for persons with low incomes who are 55 years old or older, who have poor employment prospects, and have the greatest economic need. The major goal of the program is to provide training and job experience so enrollees can eventually become employed in a permanent, unsubsidized position. Funding for this program is provided by Title V of the Older American's Act.

In 2017, five enrollees participated in the SCSEP program and have provided assistance to non-profit agencies located across the region while working towards their individual goals of unsubsidized employment.

Participants are trained in all the skills necessary for a position which often includes computer skills. Some examples are: **Office Assistant, Maintenance / Grounds-keeper, Assistant Cook, In-Home Service Aide and Health Care Worker**



# AAA Funded Services

A variety of agencies were funded to provide many of the services listed in the FY 2017 profile on the next page. The U.P. AAA monitors all funded services to ensure compliance with rules and regulations with the emphasis being on quality, consumer satisfaction, and cost-efficiency. Technical assistance is provided where appropriate and when requested.

<b>Access Services</b>	<b>Units</b>	<b>Clients</b>
Transportation	1,638	113
Information and Assistance	5,669	4,086
<b>In-Home Services</b>		
Chore	8	10
Home Delivered Meals	470,086	3,445
Home Injury Control	567	230
Homemaker	38,915	1,290
Respite Care	22,184	346
Home Care Assistance	16,297	358
<b>Community Services</b>		
Adult Day Care	10,052	54
Congregate Meals	181,781	4,568
Legal Assistance	642	154
LTC Ombudsman	992	319
Caregiver Education / Support & Training	540	56

# AAA In-Home Services (Units) by County

County	Home Care Assistance	Homemaker	Respite	Home Delivered Meals
Alger	583	1,754	1,582	10,710
Baraga	530	692	1,040	9,652
Chippewa	1,597	3,019	3,307	56,839
Delta	4,044	4,603	2,272	75,033
Dickinson	753	2,769	933	62,533
Gogebic	1,648	2,696	1,747	25,849
Houghton	1,877	2,620	2,817	46,427
Iron	538	1,814	947	15,510
Keweenaw	417	641	449	2,295
Luce	527	1,603	693	16,184
Mackinac	661	1,749	1,525	26,079
Marquette	925	7,378	1,907	57,533
Menominee	1,605	1,988	1,305	36,119
Ontonagon	357	4,730	1,334	7,850
Schoolcraft	236	861	328	21,473
<b>TOTAL</b>	<b>16,297</b>	<b>38,915</b>	<b>22,184</b>	<b>470,086</b>

# U.P. AAA Service Providers

The following organizations entered into agreements with the U.P. Area Agency on Aging / UPCAP during FY 2017 to provide services to older adults in one or more Upper Peninsula counties:

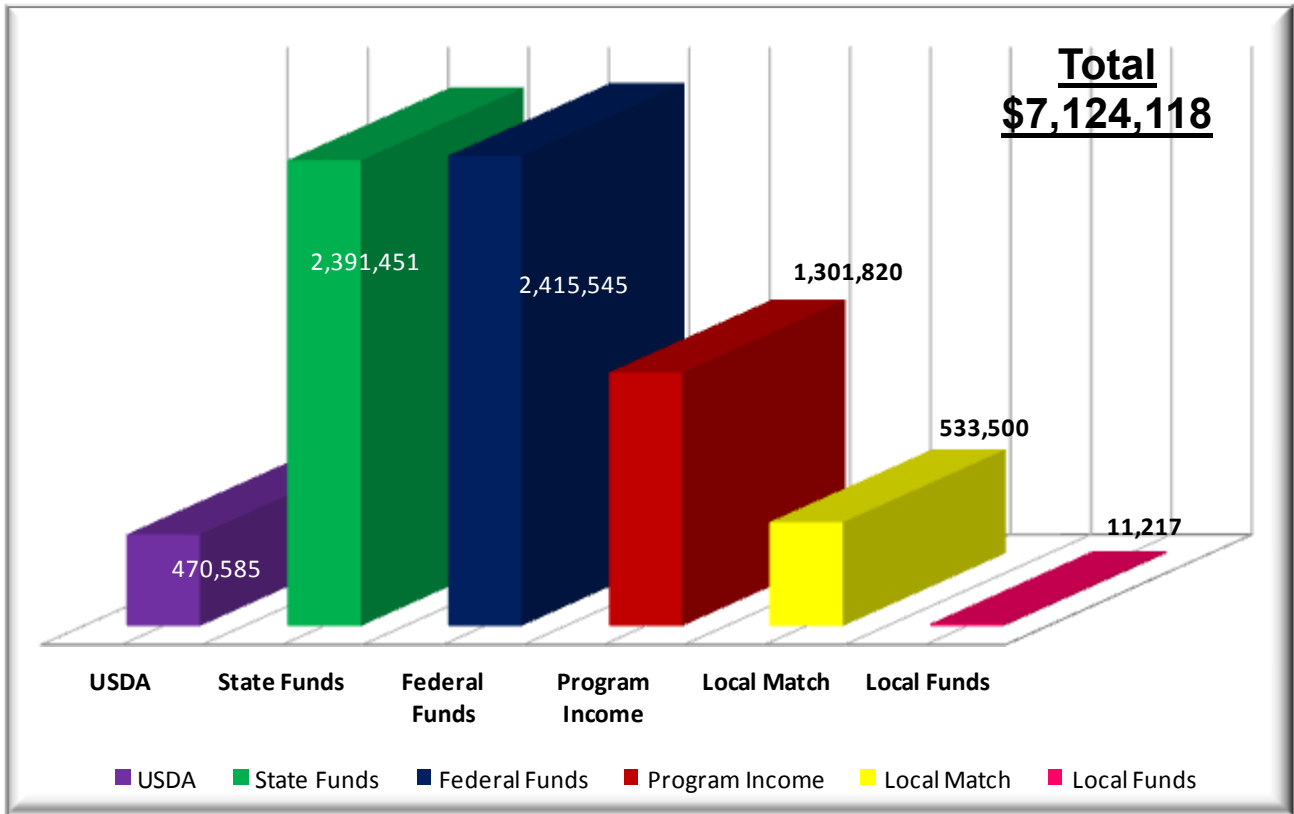
<b>Alger County Commission on Aging</b>	<b>60,376.00</b>
<b>Alzheimer's Association</b>	<b>23,727.00</b>
<b>Arcadia Health Services of MI, Inc.</b>	<b>86,924.00</b>
<b>Aspirus Grand View Lifeline</b>	<b>385.00</b>
<b>Aspirus Help at Home/Caring Caregivers</b>	<b>6,063.18</b>
<b>Avanti Supportive Care</b>	<b>22,433.06</b>
<b>Baraga-Houghton-Keweenaw CAA</b>	<b>135,104.00</b>
<b>Baragaland Senior Center</b>	<b>45,526.00</b>
<b>Chippewa-Luce-Mackinac CAA</b>	<b>664,093.75</b>
<b>Community Action, Alger-Marquette</b>	<b>361,099.00</b>
<b>Community Home Medical</b>	<b>1,000.00</b>
<b>Copper Country Senior Meals</b>	<b>232,460.00</b>
<b>Dickinson-Iron CSA</b>	<b>567,823.00</b>
<b>Gogebic-Ontonagon CAA</b>	<b>289,953.50</b>



<b>Hannahville Indian Community</b>	<b>8,924.00</b>
<b>Kline Medical Supply</b>	<b>1,214.88</b>
<b>Lake Superior Hospice</b>	<b>38,075.00</b>
<b>Legal Services of Northern Michigan</b>	<b>36,050.00</b>
<b>Marquette County Aging Services/YMCA</b>	<b>122,408.00</b>
<b>Menominee-Delta-Schoolcraft CAA</b>	<b>770,658.68</b>
<b>North Woods Home Nursing</b>	<b>2,113.55</b>
<b>Northern Homecare Services</b>	<b>11,939.22</b>
<b>Ontonagon County CoA</b>	<b>59,220.00</b>
<b>Portage Lifeline</b>	<b>57.22</b>
<b>Sault Ste. Marie Tribe of Chippewa Indians</b>	<b>24,915.00</b>
<b>Schoolcraft County Commission on Aging</b>	<b>32,509.00</b>
<b>Superior Caregivers</b>	<b>1,156.32</b>
<b>U.P. Private Duty Services</b>	<b>280.32</b>
<b>Whispering Pines/Great Northern Home Care</b>	<b>13,012.98</b>
<b>World Point</b>	<b>56.45</b>
	<b>\$ 3,619,558.11</b>

# UP AAA Financial Summary

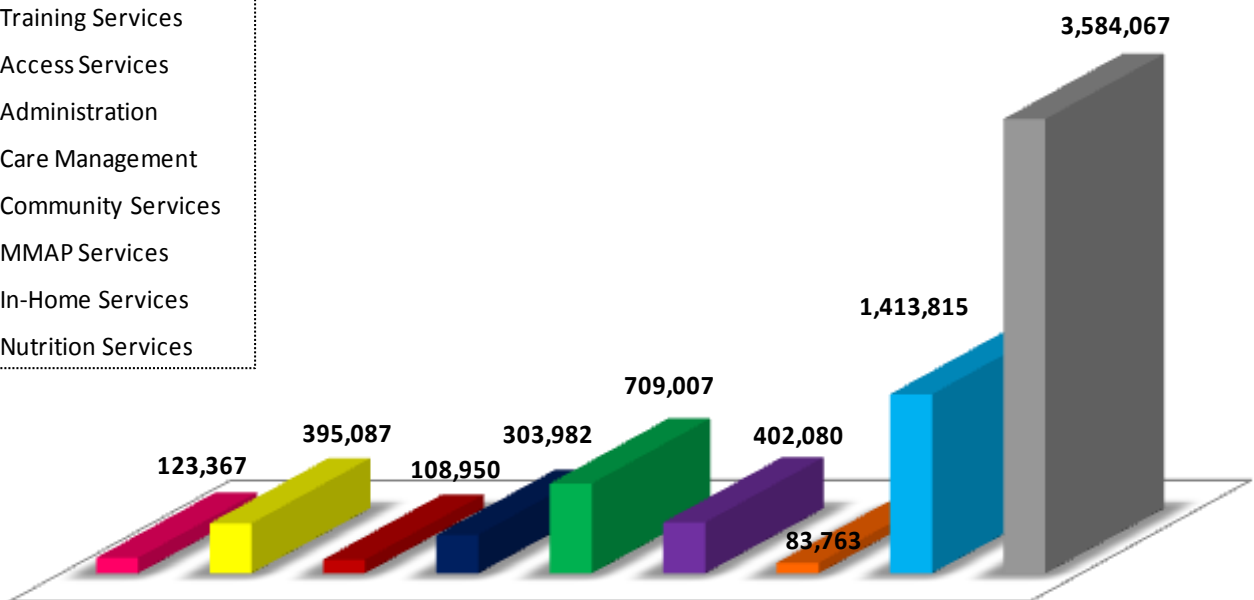
## FY 2017 Revenues



## FY 2017 Funds Expended

**Total**  
**\$7,124,118**

- Program Development
- Training Services
- Access Services
- Administration
- Care Management
- Community Services
- MMAP Services
- In-Home Services
- Nutrition Services



# U.P. Long Term Care Services

## MI Choice & Care Management

UPCAP's Long Term Care Program, known simply as "**Care Management**," consists of the MI Choice Medicaid Waiver Program, which is funded through a contract with the Michigan Department of Health and Human Services (MDHHS), The Aging & Adult Services Agency (AASA) funded Care Management Program, and the Veterans Self Directed Home and Community-Based Care Program, and through a contract with the Upper Peninsula Health Plan (UPHP) for the State's Medicare/Medicaid Integrated Care demonstration known as MI Health Link (MHL). These funding sources serve to provide a comprehensive Community-Based Long-Term Care Program across the Upper Peninsula for individuals who otherwise might require placement into a nursing home.

*During FY 2017*, UPCAP's Long Term Care staff served a total of 1,523 individuals through our contracts with MDHHS, AASA, the Veterans Administration, and UPHP. 532 individuals were served through the MI Choice Program and another 217 individuals through AASA Care Management resources. A total of 97 Veterans were served through the VA's Self-Directed Care Program, and UPCAP LTC Staff worked with 625 individuals served through the MI Health Link Demonstration Program administered by UPHP. Of the 532 served in the MI Choice Program, 144 were new enrollments for the year. UPCAP, in partnership with the Superior Alliance for Independent Living (SAIL), continued to promote nursing facility transitions throughout the year. In FY 2017, UPCAP staff worked with 52 individuals residing in nursing facilities, 28 of which were successfully transitioned back into community settings.

The Self Determination component of the MI Choice Program served 182 clients in FY 2017, or 34.2% of the total number of individuals enrolled in MI Choice. This option allows participants to choose and employ the caregivers who will provide services to them and thus, offers participants much greater control over their care needs and their lives in general. It has also allowed UPCAP to serve individuals in remote areas not easily or readily served by Provider Agencies, allowing UPCAP to serve individuals who might otherwise have had no other choice but nursing home placement to have their Long Term Care needs addressed. **UPCAP leads the state in having 34.2% of its participants utilizing the self determination option.**

UPCAP continues to contract with the Veterans Administration Medical Center in Iron Mountain to provide Care Management and self directed home and community based services to Veterans needing nursing home level of care throughout the Upper Peninsula and northeast Wisconsin.

During FY 2017, UPCAP served 97 veterans through this option. Included in this number are 31 veterans from 10 Northeastern Wisconsin counties served by the VA Medical Center in Iron Mountain. The Veteran’s Self-Directed Home and Community-Based Services program has been in existence since 2009.

To put UPCAP’s success with the Veterans Self Directed program into perspective, nationally the average daily census of Veterans served by an agency similar to UPCAP is 16. In Michigan, the average daily census of Veterans being served is 18. UPCAP’s average daily census of Veterans being served through the Self Directed Program is 80.

The contractual relationship with UPHP for the MI Health Link Dual Medicare/Medicaid Managed Care Demonstration Project continued in 2017. UPCAP contracts with UPHP to conduct the Level 1 Assessments required for all new enrollees into MI Health Link. The Level 1 Assessment serves as a baseline for care planning and more intensive assessments and service provision. UPCAP also contracted to conduct assessments for dually eligible individuals previously enrolled in the Department of Human Services Home Help Program who are receiving, or in need of personal care services and to provide reassessment activities of a 90-day interval basis. Lastly, UPCAP contracted to conduct Level 2 Assessments for individuals meeting the nursing facility level of care criteria for nursing home placement and to provide a comprehensive Care Management and home and community based service package to these individuals.

As a result of UPCAP’s contract with UPHP for the MI Health Link Program, UPCAP served a total of 625 dually eligible individuals. Of these, 71 individuals were served through the Waiver process of the MI Health Link Program.

Although access to the MI Choice program is limited, its impact, along with that of the AASA-funded Care Management program, was significant as is reflected by the following figures. The first table (page 20) shows Care Management & MI Choice participants served by county. The second table (page 21) reflects the types of services utilized by program participants, both in terms of volume of service and in the cost of the service. The third tables (pages 22 and 33) reflect the economic impact of the long-term care program indicating the amount of resources provided to local providers and organizations in meeting the in-home needs of participants throughout the year.

### **Unduplicated Participants Served in FY 2017**

<b>Alger</b> .....	<b>46</b>	<b>Keweenaw</b> .....	<b>12</b>
<b>Baraga</b> .....	<b>42</b>	<b>Luce</b> .....	<b>40</b>
<b>Chippewa</b> .....	<b>155</b>	<b>Mackinac</b> .....	<b>37</b>
<b>Delta</b> .....	<b>161</b>	<b>Marquette</b> .....	<b>349</b>
<b>Dickinson</b> .....	<b>136</b>	<b>Menominee</b> .....	<b>64</b>
<b>Gogebic</b> .....	<b>118</b>	<b>Ontonagon</b> .....	<b>52</b>
<b>Houghton</b> .....	<b>156</b>	<b>Schoolcraft</b> .....	<b>68</b>
<b>Iron</b> .....	<b>56</b>	<b>Wisconsin</b> .....	<b>31</b>
		<b>TOTAL SERVED</b>	
			<b><u>1523</u></b>

# MI Choice & Care Management

MI HEALTH LINK			
	Costs	Units	Clients
Personal Care Supplement (AFC Providers)	\$ 185,957.52	858	85
Personal Care (AHH)	\$ 1,379,917.85	435387	379
C-Waiver			
Transition Services	\$ 4,732.49	14	13
Community Living Supports (Personal Care/ Homemaker)	\$ 321,498.04	82035	68
Adult Day Care	\$ 2,460.00	688	2
Personal Emergency Response	\$ 6,798.61	219	45
Home Delivered Meals	\$ 41,015.00	6310	47
Home Modifications	\$ 9,810.61	5	3
Transportation	\$ 962.08	1941	8
Chore Service	\$ 5,025.00	45	8
Nubasics/Nutrition Supplement	\$ 11,016.13	3979	17
Durable Medical Equipment & Supplies	\$ 8,559.59	155	74
Private Duty Nursing	\$ 7,536.07	845	15
Respite Care	\$ 5,886.79	1743	2
	<b>\$ 1,991,175.78</b>	<b>534224</b>	<b>766</b>
VETERANS			
	Costs	Units	Clients
Community Living Supports (Personal Care/ Homemaker)	\$ 736,445.25	220251	85
Transportation	\$ 1,266.72	2915	1
Home Care Training	\$ 1,249.73	22	24
Personal Emergency Response	\$ 704.00	24	2
Home Delivered Meals	\$ 4,907.50	755	3
	<b>\$ 744,573.20</b>	<b>223967</b>	<b>115</b>
MI CHOICE WAIVER SERVICES			
	Costs	Units	Clients
Adult Day Care	\$ 92,437.60	25650	23
Chore Services	\$ 24,136.80	1773	31
Community Living Supports	\$ 6,081,047.20	1597687	519
Durable Medical Equipment/Supplies	\$ 62,874.50	1333	278
Fiscal Intermediary Services	\$ 9,685.00	149	15
Home Care Training	\$ 2,602.26	47	48
Home Delivered Meals	\$ 246,428.00	37920	231
Home Modifications; Per Service	\$ 44,479.89	22	17
In-Home Respite	\$ 39,230.55	9837	15
Nubasics/Nutrition Supplement	\$ 61,411.47	30549	99
Personal Emergency Response	\$ 71,426.31	2336	307
Private Duty Nursing	\$ 315,926.83	35329	99
Residential Services	\$ 174,545.24	162	22
Self Determination Workers Comp Fee	\$ 8,360.00	13	13
Transition Services	\$ 17,444.25	87	55
Non-Emergency Medical Transportation	\$ 45,913.54	83676	118
Transportation	\$ 27,785.12	433.48	124
	<b>\$ 7,325,734.56</b>	<b>1827003.5</b>	<b>2014</b>

# Care Management & MI Choice Providers / Payments

<b>Providers</b>	<b>FY 2017 Payments</b>
ALGER COUNTY COMMISSION ON AGING	\$ 127,340.48
ARCADIA HEALTH CARE	\$ 320,342.51
ARFSTROM PHARMACIES	\$ 4,739.84
ARMS OF ANGELS, INC.	\$ 158,598.54
ASPIRUS GRAND VIEW LIFELINE	\$ 12,939.00
ASPIRUS HELP AT HOME	\$ 88,036.84
ASPIRUS HELP AT HOME/CARING CAREGIVERS	\$ 126,522.49
ASPIRUS KEWEENAW HOME MEDICAL	\$ 16,054.62
AT HOME COMPANIONS, INC.	\$ 191,960.82
AVANTI SUPPORTIVE HOME CARE	\$ 328,200.34
BARAGALAND SENIOR CITIZENS CENTER	\$ 49,637.87
BELL MEMORIAL LIFELINE	\$ 4,655.00
BERRY'S AFC HOME	\$ 84,354.23
BROOKRIDGE HEIGHTS	\$ 11,021.04
CAA - HUMAN RESOURCES AUTHORITY	\$ 304,173.96
CEDAR CREEK AFC	\$ 2,107.81
CEDAR RIDGE ASSISTED LIVING	\$ 30,211.76
CHIPPEWA COUNTY HEALTH DEPARTMENT	\$ 109,843.30
CHIPPEWA-LUCE-MACKINAC CAA	\$ 138,832.40
COMMUNITY ACTION, ALGER-MARQUETTE	\$ 41,918.50
COMMUNITY HOME MEDICAL, INC.	\$ 15,722.62
COPPER COUNTRY SENIOR MEALS (PORTAGE)	\$ 25,610.00
CRITICAL SIGNAL TECHNOLOGIES	\$ 10,636.84
DICKINSON HOME MEDICAL EQUIPMENT	\$ 2,455.33
DICKINSON IRON CSA	\$ 160,730.47
GOGEBIC/ONTONAGON CAA	\$ 35,548.50

<b>Providers</b>	<b>FY 2017 Payments</b>
GT INDEPENDENCE	\$ 319,026.90
GUARDIAN MEDICAL MONITORING	\$ 1,625.00
HARMONY GARDENS ADULT DAY CENTER	\$ 6,855.00
HIDDEN ESTATES, INC	\$ 34,610.40
HOME HEALTHCARE PROFESSIONALS	\$ 224,135.04
JULIANA B. JOHNSON / MASSAGE THERAPIST	\$ 6,311.25
KLINE MEDICAL SUPPLY	\$ 57,172.97
LAKE SUPERIOR ADULT DAY SERVICES	\$ 12,863.26
MISCELLANEOUS PRIVATE PROVIDERS/CONTRACTORS	\$ 91,168.62
MOM'S MEALS - PUR FOODS LLC	\$ 53,612.00
NON-EMERGENCY MEDICAL TRANSPORTION PROVIDERS	\$ 41,860.24
NORTH WOODS HOME NURSING	\$ 84,826.25
NORTHERN COMFORT SPECIALIZED CARE	\$ 10,500.00
NORTHERN HOMECARE SERVICES	\$ 2,542,344.07
NORTHERN MICHIGAN HOME HEALTH	\$ 139,704.39
ONTONAGON COUNTY COA/LAKE GOGEBIC SENIOR CENTER	\$ 7,890.90
PHILIPS LIFELINE - LIFELINE SYSTEMS COMPANY	\$ 13,848.00
PORTAGE HEALTH HOME SERVICES, INC	\$ 325,123.50
PORTAGE HEALTH SYSTEMS - LIFELINE	\$ 16,928.47
SPODECK SNOW REMOVAL	\$ 5,200.00
SUPERIOR CAREGIVERS, INC.	\$ 29,030.64
SUPERIOR LAWN SERVICE	\$ 2,925.00
THE DRUG STORE	\$ 6,221.05
U.P. PRIVATE DUTY SERVICES/TINKERBELL, INC.	\$ 415,375.23
UP HEALTH SYSTEM LIFELINE (MARQUETTE)	\$ 10,725.00
VITAL CARE, INC.	\$ 163,762.50
WHISPERING PINES/GREAT NORTHERN HOME CARE	\$ 297,291.51
WORLDPOINT	\$ 2,602.26
	<b>\$ 7,325,734.56</b>

# Ombudsman Program

Through a contract with the Michigan Office of Services to the Aging, UPCAP operates the **U.P. Long Term Care Ombudsman Program**. The goal of the Ombudsman Program is to help address the quality of care and quality of life experienced by individuals who reside in licensed long term care facilities including nursing homes, homes for the aged, and adult foster care homes. The program serves all 15 counties of the Upper Peninsula, employing a full-time manager who oversees 6 trained volunteers located throughout the region. The local Long Term Care Ombudsmen and volunteers spend on average 97 hours each year advocating for long term care residents. Approximately 532 hours each year is spent meeting face to face with residents advocating for the residents best interest and wishes. Along with meeting face to face with residents, the local Ombudsmen and volunteers spend approximately 438 hours traveling to meet with long term care residents. .

Local Ombudsmen are trained to become experts in resident's rights; empowering residents to communicate their concerns individually or collectively; assisting in the resolution of resident concerns; promoting community education awareness regarding long term care issues; promoting the use of best practices; and seeking solutions to identify problems within the long term care system.

Local Ombudsmen and volunteers develop working relationships with long term care residents, family members, facility staff, and various local area agencies by visiting long term care facilities and residents on a regular basis. Local ombudsmen provide in-service education opportunities on resident rights, elder abuse, and other relevant topics to facility staff as requested.

***FY 2017 Summary:*** The U.P. Ombudsman Program provided 442 visits to long term care facilities, 45 consultations to residents and providers, attended 28 resident council meetings, 18 non-nursing home advocacy opportunities, 2 opportunities to provide community education to ombudsman program, and participated in survey team meetings throughout the survey process during exit interviews. In addition to providing on-site trainings to long term care facilities, the Ombudsman Program also coordinated the 15<sup>th</sup> Annual Best Practice Conference. Over 115 staff representing 28 out of the 30 long term care facilities in the Upper Peninsula participated in the conference. CEU's were offered this year with 14 nurses, 18 social workers, and 7 nursing home administrator CEUs applying for those credits.



# Human Resources

## U.P. 2-1-1 Call Center

For many people, especially those unfamiliar with the health and human services network, half of the effort in resolving a problem is locating the appropriate resources for help. The **U.P. 2-1-1 Call Center** is available to assist individuals and families in finding help when they need it most. One call gives individuals access to resources throughout the Upper Peninsula.

The U.P. 2-1-1 Call Center completed its eleventh year of operation in FY 2017. During this time, over 113,700 calls (13,912 for FY 2017) were received from individuals in need. Included among the services that information and assistance provided were: Long-Term Care Services, Home Care Assistance, Medicare information/Counseling, General Legal Aid, Care Management, Public Housing, Electric Bill Payment Assistance, Rent Payment Assistance, and Heating Fuel Bill Payment Assistance.

The U.P. 2-1-1 Call Center has four full-time staff. Three staff are certified through AIRS as Information and Referral Specialists, and one is certified as a Certified Resource Specialist. The 2-1-1 database includes over 550 health and human service agencies and over 5,000 services and benefits available to residents across the Upper Peninsula. The U.P. 2-1-1 Call Center is a nationally accredited call center.

**FY 2017 Summary:** The U.P. 2-1-1 Call Center collaborated with the following partners/programs to utilize 2-1-1 as the dialing code to call regarding information related to their project:

### **Collaborations**

- ◆ Answering point for Medicare/Medicaid Assistance Program (MMAP)
- ◆ Answering point for Long-Term Care Services (Care Management/Waiver)
- ◆ Answering point for the Aging and Disability Resource Collaborative (ADRC) of the Upper Peninsula
- ◆ Memorandums of Understanding established with Emergency Management to be the answering point for non-emergency information during a disaster
- ◆ Answering point for after hours, weekend calls, and enrollments for the Upper Peninsula Health Plan

### **Statewide Collaborations**

- ◆ Answering point for information related to Earned Income Tax Credit and free tax assistance sites
- ◆ Collaborate with Michigan 2-1-1 on SNAP outreach and data collection related to DHHS funding
- ◆ Collaborate with MDHHS on the Integrated Service Delivery Project to provide the most comprehensive, accurate, and well maintained resource database to consumers across the State.

# Housing Development

UPCAP continues to partner with private and nonprofit owners to preserve and extend the life of the affordable housing currently available to persons who are elderly, low income, homeless, disabled, or veteran families residing in the Upper Peninsula. With the dramatic increases in the elderly population across the United States, the lack of affordable housing is a critical issue. UPCAP continues to advocate for funding for new construction to meet the needs of a growing elderly population.

**FY 2017 Summary:** The Les Cheneaux Apartment's rehabilitation project funded with Tax Credits totaling \$1,304,000 is nearing completion. UPCAP staff have been training on the processes of managing a Tax Credit project. In the Fall of 2017, UPCAP learned that their tax credit application for Mill Trace Apartments was approved in the amount of \$2,259,991. These Tax Credits will be used to rehab the 48 unit complex in Ironwood, MI. Management is working on gathering and submitting all the required information to move forward with this process.



# UPCAP

## Housing Management / Ownership

<b>Name of Project</b>	<b>Type of Project</b>	<b>Location</b>
<b>Bluff's Edge Apts</b> ( <i>Manage</i> )	20-unit elderly	Norway
<b>Bridgewood ~ Central</b> ( <i>Manage &amp; Own</i> )	15-unit group home	Escanaba
<b>Bridgewood ~ Soo Hill</b> ( <i>Manage &amp; Own</i> )	6-unit group home	Escanaba
<b>Bridgewood ~ Danforth</b> ( <i>Manage &amp; Own</i> )	4-unit group home	Escanaba
<b>Grand Marais Apts</b> ( <i>Manage</i> )	14-unit multifamily	Grand Marais
<b>Lakeshore Heights Apts</b> ( <i>Own</i> )	24-unit multifamily	Ishpeming
<b>Les Cheneaux Apts</b> ( <i>Manage &amp; Own</i> )	36-unit multifamily	Escanaba
<b>Meadowbrook Senior Apts</b> ( <i>Own</i> )	32-unit elderly	Escanaba
<b>Mill Trace Apts</b> ( <i>Manage &amp; Own</i> )	48-unit multifamily	Ironwood
<b>North Dickinson Apts</b> ( <i>Manage</i> )	12-unit multifamily	Foster City
<b>Pleasant Acres Apts</b> ( <i>Manage</i> )	32-unit elderly	Powers
<b>Riverview Heights Apts</b> ( <i>Manage</i> )	32-unit multifamily	Republic
<b>Spring Valley Apts</b> ( <i>Manage</i> )	31-unit elderly	Caspian
<b>Westwood Apts</b> ( <i>Manage</i> )	32-unit multifamily	Kingsford
<b>Wildwood Apts</b> ( <i>Own</i> )	24-unit elderly	Ironwood
<b>Willow Grove Townhomes</b> ( <i>Own</i> )	48-unit multifamily	Escanaba

# West-Central UP Community Corrections

The West-Central UP Community Corrections Program (WCUP), which operates under the guidance of the West-Central Upper Peninsula Regional Community Corrections Advisory Board (WCUP CCAB), provides local circuit and district courts with community-based sentencing options. This past fiscal year, the State shifted focus to only work with sentenced felons, eliminating a large part of the population the WCUP CCAB had previously served.

Forty-five individuals were enrolled in the Electronic Monitoring Program (tether) for the year. Sixty-one individuals were enrolled in Thinking Matters and Moral Recognition Therapy, a cognitive behavioral class. This number is a significant decrease in enrollees, as those charged with misdemeanor offenses were no longer eligible for services, based on State mandated criteria.

Delta County continued to contract directly with UPCAP to provide oversight and staffing for their Work Crew program for this fiscal year, as funding for that program was eliminated at the State level.

## Advisory Board

Theresa Nelson, Delta County  
Kevin Ayotte, Delta County  
Joe Stevens, Dickinson County  
Kalen Lipe, Dickinson County  
Honorable Chris Ninomya, Dickinson County  
Janis Hafeman, Menominee County  
Ken Marks, Menominee County  
Dawn Wells, Menominee County  
Tim Aho, Iron County  
Honorable C. Joseph Schewedler, Iron County  
Jeff Wasley, Gogebic County  
Honorable Michael Pope, Gogebic County  
Jackie Kass, Gogebic County  
John Cane, Ontonagon County  
Mike Findlay, Ontonagon County  
Dale Rantala, Ontonagon County

# U.P. Diabetes Outreach Network

UPCAP serves as the fiduciary for the **Upper Peninsula Diabetes Outreach Network (UPDON)** and as employer for all staff working on UPDON activities.

As a program partner, UPDON continues its mission to form partnerships to strengthen diabetes prevention, detection, care and support across the Upper Peninsula. This includes identifying and addressing gaps in services. The partnership with UPCAP allows UPDON the opportunity to seek grant funding to enhance diabetes services.

Partnerships, grants, and donations helped UPDON serve the U.P. this year. A health care professional conference was offered in Marquette in conjunction with the Michigan Association of Diabetes Educators. The first ever Type 1 Diabetes Forum that served families affected by Type 1 diabetes from across the U.P. was offered in coordination with Juvenile Diabetes Research Foundation (JDRF) and Northern Michigan University. A diabetes awareness event occurred at NMU: "Stick it to Diabetes Hockey Game." A Michigan Health Endowment grant enabled UPDON to enhance awareness of and screening for pre-diabetes. In addition, more lifestyle coaches were trained and over 100 Yoopers attended Diabetes Prevention classes. The 14<sup>th</sup> annual Swim Teal Lake for Diabetes, a fundraiser headed by Dr. Mike Grossman, also helps UPDON foster and work with a U.P. wide diabetes coalition, develop and promote needed services, and continue to serve as a resource to health care providers and the community of the Upper Peninsula with diabetes or at risk for developing diabetes.

Type I Diabetes Forum  
with JDRF and NMU



Swim Teal Lake  
for Diabetes  
Fundraiser

Ann Constance,  
UPDON Director  
with Gary Hall, Jr.  
Olympic Swimmer



# Mediation / Resolution Services

The **Resolution Service Program** provides confidential community dispute mediation services to Baraga, Delta, Dickinson, Gogebic, Houghton, Keweenaw, Iron, Menominee, Schoolcraft, and Ontonagon counties. Common mediation cases may include: Child Protection, Divorce, Domestic Relations, Victim/Offenders (for both juveniles and adults) and Special Education.

The Mediation Program collaborates with community and service organizations, foundations, schools and the criminal justice system to work toward safe and healthy communities. Services are provided by trained volunteer mediators.

In **FY 2017**, UPCAP's mediation program assisted local District Courts with small claims and general civil mediations. The total number cases referred to the program was 381 for FY 2017. A total of \$130,699.51 in settlements were distributed based on agreements between parties participating in Mediations. Volunteer Mediators provided over 413 hours of service to participants in the 10 county region.



# U.P. Association of County Commissioners

**UPCAP** has served as administrator to the **Upper Peninsula Association of County Commissioners (UPACC)** for over 40 years. The Association serves the needs of U.P. counties through providing a forum to exchange and discuss information and issues, and to serve as a regional voice dealing with the common problems faced by counties and communities across the region.

UPCAP conducted annual spring and fall conferences at the Island Resort & Casino in Harris, Michigan.

## Conference Topics:

- **Workforce Programs In UP**
- **MERS Michigan Update**
- **Services for Veterans**
  - **UP Road Patrol**
  - **Cyber Security**
  - **UP Energy**
  - **Invest UP**



Congressman Jack Bergman



Captain John Halpin, MSP



# U.P. 9-1-1 Authority

The **Upper Peninsula 9-1-1 Authority (UPA)** was created through an agreement under Michigan's Urban Cooperation Act (Enabling Agreement). This legal entity covers all fifteen (15) counties in the Upper Peninsula. **UPCAP** serves as the **Secretary for the Authority**. Peninsula Fiber Network (PFN) provides network connectivity throughout the entire Upper Peninsula.

UP 911 - One single seamless NG911 Emergency Communication System.

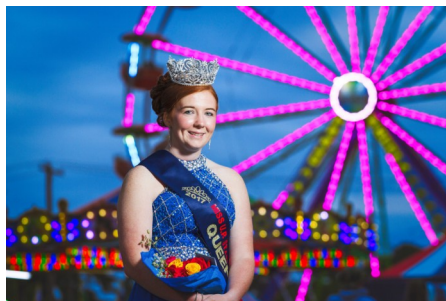
# U.P. State Fair Authority

The **U.P. State Fair Authority** is made up of a 16-member board consisting of representatives from all fifteen counties in the U.P. and Hannahville. The Management Agent is the Delta County Chamber of Commerce, and the Administrative Agent is UPCAP. The Fair Board meets at least 5 times a year to discuss fair operations and plans for the fairgrounds.

The U.P. State Fair saw a dramatic increase in attendance this year. Ticket sales were up 17%. Grandstand shows that drew the highest attendance were LoCash on Thursday and Sawyer Brown on Saturday. New midway entertainment attracted fair goers along with the DNR Pocket Park and Steam & Gas Village. Skerbeck Entertainment Group also saw record high sales, a 12.5% increase over the previous year.



Governor Snyder dedicating Chapel at the Steam & Gas Engine Association Village



UP State Fair Queen, Laci Mitchell





# Distribution of Funds

Program	Federal	State	Local/ Other	Total
<b>General Fund Programs</b>				
Operating Fund			\$ 12,949	\$ 12,949
Building Fund			\$ 227,950	\$ 227,950
Project Homeless Fund			\$ 700	\$ 700
Professional Therapy Services Fund			\$ 1,200	\$ 1,200
Professional Services Fund			\$ 316,512	\$ 316,512
U.P. State Fair Authority			\$ 23,000	\$ 23,000
UPACC Fund			\$ 10,213	\$ 10,213
UPDON			\$ 66,323	\$ 66,323
211 CHAP Fund		\$ 58,023	\$ 6,637	\$ 64,660
211 Fund			\$ 267,117	\$ 267,117
<b>Subtotal</b>		<b>\$ 58,023</b>	<b>\$ 932,601</b>	<b>\$ 990,624</b>
<b>Human Resources Programs</b>				
Community Corrections		\$ 127,624	\$ 53,217	\$ 180,841
Resolution/Mediation		\$ 36,253	\$ 8,129	\$ 44,382
Housing Management			\$ 179,317	\$ 179,317
<b>Subtotal</b>		<b>\$ 163,877</b>	<b>\$ 240,663</b>	<b>\$ 404,540</b>
<b>Long Term Care / Aging Programs</b>				
MI Choice Waiver	\$ 5,929,709	\$ 3,109,481	\$ 10,862	\$ 9,050,052
Veterans LTC Program			\$ 1,079,099	\$ 1,079,099
MI Health Link (UPHP Agmt)			\$ 2,932,580	\$ 2,932,580
U.P. Area Agency on Aging	\$ 2,886,130	\$ 2,391,451	\$ 11,217	\$ 5,288,798
U.P. Area Agency on Aging (Program income & match)			\$ 1,835,320	\$ 1,835,320
<b>Subtotal</b>	<b>\$ 8,815,839</b>	<b>\$ 5,500,932</b>	<b>\$ 5,869,078</b>	<b>\$20,185,849</b>
<b>GRAND TOTAL</b>	<b>\$ 8,815,839</b>	<b>\$ 5,722,832</b>	<b>\$7,042,342</b>	<b>\$21,581,013</b>

# Distribution of Funds by County

County	Aging Services	MI Choice Wavier Program	Community Corrections *	Resolution Services **
Alger	\$ 251,838	\$ 313,052	\$ -	\$ -
Baraga	\$ 216,062	\$ 266,619	\$ -	\$ 889
Chippewa	\$ 471,339	\$ 721,071	\$ -	\$ -
Delta	\$ 554,564	\$ 908,684	\$ 125,301	\$ 29,736
Dickinson	\$ 385,370	\$ 976,767	\$ 55,540	\$ 2,885
Gogebic	\$ 331,726	\$ 835,530	\$ -	\$ 4,216
Houghton	\$ 394,139	\$ 1,036,038	\$ -	\$ 1,553
Iron	\$ 269,772	\$ 320,085	\$ -	\$ 2,441
Keweenaw	\$ 168,644	\$ 101,469	\$ -	\$ -
Luce	\$ 223,492	\$ 57,988	\$ -	\$ -
Mackinac	\$ 284,916	\$ 321,104	\$ -	\$ -
Marquette	\$ 589,905	\$ 2,382,368	\$ -	\$ -
Menominee	\$ 334,423	\$ 298,313	\$ -	\$ 1,331
Ontonagon	\$ 240,957	\$ 166,041	\$ -	\$ -
Schoolcraft	\$ 218,219	\$ 344,923	\$ -	\$ 1,331
<b>TOTAL</b>	<b>\$ 4,935,366</b>	<b>\$ 9,050,052</b>	<b>\$ 180,841</b>	<b>\$ 44,382</b>

\*Community Corrections Programs are made up of West-Central U.P. covering the counties of Delta, Dickinson, Gogebic, Iron, Menominee, and Ontonagon.

\*\* Resolution Services Program operates in Baraga, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Menominee, Schoolcraft, and Ontonagon counties.

# Distribution of Funds by County

County	Veterans LTC Services	MI Health Link UPHP Contract	Total
Alger	\$ 39,401	\$ 49,985	\$ 654,276
Baraga	\$ 88,659	\$ 45,663	\$ 617,892
Chippewa	\$ 44,026	\$ 371,067	\$ 1,607,503
Delta	\$ 59,914	\$ 289,748	\$ 1,967,947
Dickinson	\$ 106,303	\$ 240,491	\$ 1,767,356
Gogebic	\$ 55,270	\$ 137,227	\$ 1,363,969
Houghton	\$ 88,770	\$ 328,033	\$ 1,848,533
Iron	\$ 25,093	\$ 156,415	\$ 773,806
Keweenaw	\$ 7,917	\$ 24,008	\$ 302,038
Luce	\$ -	\$ 94,625	\$ 376,105
Mackinac	\$ 12,422	\$ 39,975	\$ 658,417
Marquette	\$ 183,226	\$ 699,463	\$ 3,854,962
Menominee	\$ 23,556	\$ 102,264	\$ 759,887
Ontonagon	\$ 40,454	\$ 147,954	\$ 595,406
Schoolcraft	\$ 32,974	\$ 205,662	\$ 803,109
<b>TOTAL</b>	<b>\$ 807,985</b>	<b>\$ 2,932,580</b>	<b>\$ 17,951,206</b>

Note: The above figures do not include:

Aging Program Income and Match .....1,835,320  
 Aging Administration .....244,832  
 Aging Program Development Funds .....108,600  
 UPCAP General Funds....990,624  
 UPCAP Housing Management.....179,317  
 Wisconsin Veterans LTC Services.....271,114



## Upper Peninsula Commission for Area Progress

**UPCAP**

**P.O. Box 606**

**Escanaba, MI 49829**

**906-786-4701**

**906-786-5853 Fax**

**For more information, Dial 2-1-1**

**[www.upcap.org](http://www.upcap.org)**

