

2020-2022 Multi-Year Plan

# FY 2022 Annual Implementation Plan - DRAFT

U.P. Area Agency on Aging – Region 11



## Planning & Service Area:

Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic,  
Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette,  
Menominee, Ontonagon, & Schoolcraft Counties

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

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**Executive Summary**

**The UPAAA's History, Mission, and Planning/Service Area**

In 1974 UPCAP Services, a non-profit multi-purpose human services organization, was designated as the Upper Peninsula Area Agency on Aging (UPAAA). A 7-member Board of Directors and a 14-member Advisory Council assist the UPAAA in accomplishing its mission of serving older adults in the Upper Peninsula. The UPAAA's Board of Directors is composed of seniors, elected officials, leading local citizens representing U.P. counties, and other members of the private sector. In addition, the Board appoints an Advisory Council composed primarily of individuals age 60 and older, who are eligible participants in programs under the Area Agency's Area Plan. Advisory Council members also include individuals representing seniors who may be low-income, those with disabilities, minority groups, health care and advocacy organizations, and the general public. Advisory Council members meet at least six times a year to advocate for senior programs and needs, conduct public hearings, aid in the development of the Area Plan, and review and comment on policies, programs, and legislation affecting the elderly.

The UPAAA is a regional focal point for aging services and programs for persons with disabilities. The mission of the U.P. Area Agency on Aging is to serve as a leader relative to all aging issues on behalf of older persons in the 15 counties of the Upper Peninsula of Michigan. With the help of its partners, the UPAAA carries out a wide range of functions related to advocacy, planning, coordinating, inter-agency linkages, resource and program development, information sharing, brokering, monitoring and evaluation; and is designed to lead to the development of comprehensive and coordinated systems serving each community within the region. These systems are intended to assist older persons in leading independent, meaningful and dignified lives in their own homes and communities for as long as possible.

According to the U.S. Census Bureau's latest American Community Survey (ACS 2019), there are now estimated to be 89,529 older adults eligible for Older American's Act and Older Michiganiaan's Act funded services in Michigan's Upper Peninsula. This represents 30 percent of the total population of the Upper Peninsula, and is an increase of almost 5,000 older adults since 2017. Yet the total population of those under age 60 has decreased by 7500 individuals. Also, the region is comprised of 16,452 square miles, about one-third of the State's land area. This equates to a population density of approximately 12 persons per square mile. This has always created unique challenges in providing services to those needing them throughout the region, and proves to become more challenging as our population becomes older and frailer. Demographic trends indicate that as time goes on, the numbers of adults age 85+ will continue to increase while those in the workforce decrease. Our focus is to continue to provide leadership in advocacy and education throughout the PSA, engaging its partners and the communities we serve to think and act creatively in the coming years so that needs of older adults and those with disabilities continue to be met in person-centered ways.

**COVID-19 Response**

In order to protect our most vulnerable population from the ravages of COVID-19, we have worked to provide services in unique and safer ways to help stop the spread of the virus, while providing life-essential services to those who need them. Examples of changes to service delivery the U.P. Area Agency on Aging has made/is

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making include the following:

**U.P. Area Agency on Aging Operations**

- \*Remains open & fully functioning; offices temporarily closed to the public except by appointment;
- \*Office staff provided the option to work remotely from home;
- \*Conduct virtual monthly meetings with network providers to ensure open lines of communication and to assist them in their responses to the COVID pandemic;
- \*Continuous open communication with state offices, public health agencies and our provider network to ensure life-essential programs and services continue for those most in need, as safely as possible;
- \*Developed an action plan to prepare for re-entry into the workplace, including additional training, to ensure employee safety for now and into the future.

**Nutrition**

- \*Supporting and encouraging nutrition providers to provide curbside 'grab and go' service at congregate meal sites and additional hot, frozen and shelf-stable meals to anyone age 60 and over who needs them;
- \*Expanded home-delivered meal delivery to those who might otherwise have gone to congregate sites or who could not pick up meals curbside;
- \*Worked with the MI Aging & Adult Services Agency (AASA) and to distribute shelf-stable Quarantine boxes and Farmer to Table Produce boxes throughout the U.P. to older adults;
- \*Worked with a direct service provider, Homestyle Direct, to provide over 2000 meals per month to 30 kinship families during the pandemic, and to provide over 4600 meals for 3 months to 64 Baraga County home-delivered meal participants when the nutrition provider could not do so due to extreme staff shortages;
- \*Working with U.P. Nutrition providers to plan next steps for the gradual re-opening of congregate nutrition sites;

**In-Home & Community Services**

- \*Assisted in obtaining appropriate Personal Protection Equipment to distribute to UPCAP care managers and provider agencies for in-home workers who needed this to remain working in older adults' homes;
- \*Encouraged partner agencies to continue essential in-home services such as personal care and grocery shopping to older adults who have no family or other support network to assist them during the pandemic;
- \*Advocated for, promoted, and assisted in providing 'premium' pay to all in-home workers who continue to work throughout the pandemic to serve our most vulnerable population;
- \*Requested and received waivers from AASA to pay our partner agencies to make Friendly Reassurance calls to older adults whose services were reduced or stopped during the pandemic to ensure their wellbeing and reduce social isolation; also, to allow Adult Day Care Center staff to make phone calls and create virtual or other programming to reach out to participants not able to come to the centers because of closures;
- \*Working closely with providers on their re-opening plans to ensure safety for all;
- \*MMAAP services continue to be provided via telephone and virtual meetings;

**Health and Wellness Programs**

- \*Setting up a variety of programs to promote health and wellness via social media, webcasts, and interactive internet meetings;
- \*Promoted and conducted virtual health & wellness classes such as Walk with Ease, and partnered with other regions to offer virtual Personal Action Towards Health classes;

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**Caregiver Support**

\*Continued/expanded the Benjamin Rose Institute's Care Consultation program to support caregivers during this difficult time;

\*Adapting programs like Powerful Tools for Caregivers and the Alzheimer's Disease Initiative-Specialized Supportive Project training in order to provide virtual classes to those interested in receiving them;

\*Created a separate webpage with updated resources, a caregiver blog and an on-line support group in order to provide more information and support to caregivers throughout the region.

The UPAAA will certainly face more challenges in the coming year - modified service deliveries, direct care worker shortages, and a potential uptick in service needs by older adults facing on-going pandemic-related issues. The AAA will continue to research, adapt and pursue new ideas and funding sources in order to provide the most essential and meaningful services and programming to the older adults we serve throughout the Upper Peninsula.

**Priorities, Plans and Objectives for FY2022**

There are currently no new program objectives or major changes to the UPAAA area plan this time. The primary focus for fiscal year 2022 will be to assist our partners in expanding capacity for services to pre-pandemic levels whenever and wherever possible. We will continue to provide the following services as per our plan:

- Information & Assistance
- Care Management
- Chore Service
- Home Injury Control
- In-Home Services:
  - \* Home Care Assistance
  - \* Homemaker
  - \* Respite Care
- Nursing Services (Regional Service Definition)
- Emergent/Unmet Needs (Regional Service Definition)
- Adult Day Services
- Transportation
- Disease Prevention/Health Promotion
- Legal Assistance/Services
- Long Term Care Ombudsman
- Programs for Prevention of Elder Abuse, Neglect & Exploitation
- Kinship Support Services
- Caregiver Education, Support, and Training
- Creating Confident Caregivers
- Friendly Reassurance (added in FY 2020 in response to COVID-19)

Through lessons learned during the national pandemic, we will continue to explore and support modified alternatives to service delivery, including 'grab and go' meals, virtual workshops and programs not offered by others, and direct service purchasing to meet the needs of consumers not served by our traditional providers,

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usually due to their extremely rural locations. An on-going challenge has been limited access to affordable high-speed internet options in many remote areas of the region. In order to provide continued access to health and wellness programs, the UPAAA was forced to adapt programming to virtual means during the pandemic. Many folks were appreciative of our efforts, and participated in many of the programs offered. Others were frustrated by their ability to connect or contribute to the programs because of technical issues. While there will always be some consumers resistant to technology, many have the desire to learn about and participate in virtual programming, only to be frustrated by slow or unaffordable internet service. In an effort to bring programming to all older adults in the region who want them, and mainly for the purpose of decreasing their social isolation while providing meaningful activities, our goal is to advocate for and find ways to help older adults access the internet and any and all virtual programs they are interested in pursuing.

Ensuring the food security of older adults throughout the Upper Peninsula is often challenging and permeated with systemic issues disproportionately affecting and in some cases limiting access to nutritious, affordable food. The COVID-19 pandemic highlighted these challenges and caused some older adults previously food secure to experience a loss of support systems resulting in a shift toward food insecurity. In response to this need, UPCAP partnered with the Aging and Adult Services of Michigan (AASA) and the United States Department of Agriculture to participate in the "Farm to Family Food Box Program" funded under the Families First Coronavirus Response Act. The program provided boxes of fresh fruits, vegetables and dairy to adults age 60+ during the months of June through September 2020. With the help of partner organizations, over 20,000 food boxes were delivered to older adults in 11 of the 15 counties in the Upper Peninsula. UPCAP also contracted with Homestyle Direct to provide meals to Kinship families (grandparents raising grandchildren) during the height of the pandemic. UPCAP continues to support initiatives promoting food security for residents throughout the region by participating in the Food Is Medicine initiative, a pilot designed to provide nutritious, affordable and easily accessible food to consumers, and by active representation on Governor Whitmer's Food Security Council. Additionally, UPCAP works closely with the Veteran population and, most recently, secured funding which provided food cards to use at local grocery stores for over 200 Veterans throughout the U.P.

Developing programs and providing support for family caregivers has always been one of UPCAP's top priorities. Therefore, development of a regionally-focused virtual U.P. Caregiver Resource Center in 2022 is currently in the works. The U.P. Caregiver Resource Center will include one-stop shopping for resources, information, services, and programming based on the needs of family caregivers throughout the region, and will be dedicated to helping families cope with the physical, emotional, and financial responsibilities of caregiving. Whether a family cares for an older adult with dementia, a grandparent is raising a grandchild, or a parent is caring for a child with special needs throughout their lifespan, the U.P. Caregiver Resource Center will strive to provide meaningful and necessary resources and support to these families. This will also include building on the programs the UPAAA already offers to caregivers currently, including the BRI Care Consultation Program, REST, Powerful Tools for Caregivers, Creating Confident Caregivers, the Dementia Training Series, the U.P. Virtual Support Group, and the Kinship Support Program.

The U.P. Area Agency on Aging is committed to the development or expansion of affordable transportation, and housing options as well, which have always been lacking in this very rural area. We are nearing the end of a transportation study funded by the MI Health Endowment Fund which will help to pinpoint the exact areas of the region that need non-emergency medical transportation the most, and help us to plan and develop transportation venues and options that will work for these communities. In the area of housing, UPCAP has plans to renovate and upgrade several low-income housing units it owns or manages, and has also procured

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land for the future building of aging-in-place type housing for older adults with low to moderate income.

UPCAP is also committed to assisting veterans in the region. A new full-time position was created to provide information, advocacy and outreach to the region's veterans. A key purpose of the U.P. Veteran's Program Manager is not only to identify issues or gaps, but to gather stakeholders and subject matter experts to explore and implement solutions. The overall goal of the U.P. Veteran's Program is to enhance the well-being and quality of life of Veterans and family members across the Upper Peninsula. This is accomplished through regional coordination, collaborative assistance, outreach, networking and strategic planning in order to streamline and simplify essential delivery of Veterans services, such as transportation, affordable housing, education, and suicide prevention. UPCAP will continue to serve our region's veterans through this new program by helping to generate resources to assist Veterans and their families, conduct outreach, coordinate the regional support network, and address gaps in services.

**Contingency Planning**

The UPAAA is committed to ensuring that the current goals and objectives of the area plan are met. In the event that a reduction in federal funding occurs, the UPAAA would look to local millage and state funding sources to maintain levels of service to the extent possible to deal with temporarily reduced funding levels. If reductions become permanent, service level reductions and cuts would occur with low-income, high need consumers protected as is feasible. We believe that access to new grant opportunities will help us meet our current objectives, and there are plans to support and participate in new initiatives as they become available. The UPAAA continues to work to increase the effectiveness and efficiency of services provided to older adults throughout the region by promoting open dialogue, technical assistance, and training to its partners.

**The UPAAA's Advocacy Efforts**

UPCAP is committed to ongoing advocacy efforts to help promote the safety and wellbeing of older adults in our region. Resolutions that have been adopted by the UPAAA in the past fiscal year included sustaining/increasing federal and state budgets, increases in direct care workers' wages, MMAP/SHIP funding and support, and protecting the MI Choice Waiver program, all of which resulted in favorable outcomes. The UPAAA will continue to advocate for funding for non-emergency medical transportation, increased housing options, adequate federal and state budgets, and more permanent increases in direct care worker wages. We will also continue to encourage and preserve strong partnerships in order to help us grow existing programs and begin new projects where feasible to help meet the needs of older adults in the most cost-effective and practical way possible, thus fulfilling our mission to advocate for and provide services to older adults residing in the Upper Peninsula so they can lead independent, meaningful and dignified lives in their own homes and communities for as long as possible.

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**County/Local Unit of Government Review**

UPCAP's responsibility as the administrator for the Upper Peninsula Association of County Commissioners plays a vital role in the agency's overall ability to address the needs of older adults, particularly as these needs impact county government activities. This has been very advantageous in terms of guiding decisions related to local funding for senior programs and decisions to pursue local senior millage elections. A copy of the final proposed FY 2022 Annual Implementation Plan will be presented to UPCAP's Board of Directors at their meeting on June 25, 2021 requesting formal resolution of approval. Information on the plan will then be sent via email, read receipt requested, to the chairperson of each of the 15 County Board of Commissioners within the region by July 1, 2021 requesting approval of the plan as written by July 31, 2021. Resolutions received verifying approval will be submitted to AASA on August 1, 2021.



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**Public Hearings**

Date	Location	Time	Barrier Free?	No. of Attendees
06/15/2021	UPCAP Escanaba Office/Virtu	01:00 PM	Yes	10

Due to the national pandemic and to ensure access to all, this hearing was held virtually using Zoom and was in compliance with the Michigan Open Meetings Act. In addition to the virtual hearing, public comments are accepted via email or in writing, addressed to the Executive Director, UPCAP/UPAAA, P.O. Box 606, Escanaba, MI 49829.

Ten individuals were in attendance at the virtual hearing, with most representing providers of Older American's Act services or other interested parties from various entities within the community. A short review of the requirements and contents of the 2022 AIP was provided by the UPAAA Planner, including the response and activities of the agency and its partners during the COVID crisis and how the UPAAA plans to move forward from the pandemic to ensure the needs of all older adults in the region are addressed. Only a few comments were received, as follows:

- provider agencies want to see more 'return to normal' activities without the constraints of having to call participants prior to each visit and wearing masks when all are vaccinated, etc.
- provider agencies would like curb-side pick-up of meals to continue even after the pandemic, as well as the premium pay increase to in-home workers
- one participant felt that broadband internet service needs to be expanded, and also made affordable to all, and that this is especially important to those with poor vision and other disabilities
- Northcare Network expressed support for the plan, and thanked the staff and partners who have worked hard to meet the needs of older adults throughout this past year

General discussion ensued regarding the lessons learned during the pandemic and the need to continue some of the innovative ways services are provided even into the future. UPCAP will work with AASA and the provider network to resume in-person activities safely, and also in new and creative ways, to ensure that older adults receive services they want and need in the way that it accessible to all.

The discussion ended at 1:25 PM. No written comments have been received by the UPAAA as of this date.

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**Access Services**

**Care Management**

<u>Starting Date</u>	10/01/2021	<u>Ending Date</u>	09/30/2022
Total of Federal Dollars	\$80,000.00	Total of State Dollars	\$535,212.00

Geographic area to be served  
15 counties of the Upper Peninsula

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

GOAL: The UPAAA will assist individuals needing nursing facility level of care to remain at home through the provision of Care Management, utilizing a person-centered/self-directed care process. This will include the Veterans Self-Directed Home and Community Based Program in partnership with the Veterans Administration Medical Center in Iron Mountain, MI.

ACTIVITIES:

1. The UPAAA will utilize Older Michiganian Act (OMA) resources to provide comprehensive, person-centered Care Management services to individuals who screen eligible for Long Term Care Supports and Services (LTSS) via a standardized screening process. In 2022, the UPAAA will conduct approximately 1,000 screenings of individuals requesting long term care services, and conduct initial assessments for an estimated 250 individuals screening eligible for LTSS. The UPAAA will initiate an additional 50 person-centered service plans for person who meet the Nursing Facility Level of Care criteria for LTSS, with an overall goal of assisting at least 150 consumers with LTSS in FY 2022.
2. The UPAAA will continue to work with the local Veterans Administration Medical Center to provide person-centered, self-directed long term supports and services to eligible veterans throughout the Upper Peninsula and northeastern Wisconsin. The UPAAA will conduct assessments and develop appropriate service plans for all veterans referred to it by the local Veteran's Administration who are willing to utilize a self-directed approach to the provision of LTSS. The agency is currently serving 52 veterans and anticipates receiving 30 new referrals annually.
3. The UPAAA will continue its contractual relationship with SAIL to purchase transition services for individuals wanting to leave nursing facility placement in favor of community-based options through the MI Choice Waiver Program, or other community-based systems for those who are ineligible for or do not want Waiver services.

Number of client pre-screenings:	Current Year:	1,057	Planned Next Year:	1,000
Number of initial client assessments:	Current Year:	136	Planned Next Year:	150
Number of initial client care plans:	Current Year:	35	Planned Next Year:	50
Total number of clients (carry over plus new):	Current Year:	252	Planned Next Year:	250
Staff to client ratio (Active and maintenance per Full time care	Current Year:	1:34	Planned Next Year:	1:34

**Information and Assistance**

<u>Starting Date</u>	10/01/2021	<u>Ending Date</u>	09/30/2022
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Total of Federal Dollars      \$70,000.00                      Total of State Dollars      \$0.00

Geographic area to be served

15 counties of the Upper Peninsula

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

GOAL: The UPAAA will increase awareness and improve access to available resources for older adults, individuals with disabilities, LGBTQ+ individuals, minorities, caregivers, and family members, including individuals living in rural and isolated areas.

**ACTIVITIES:**

1. UPCAP will work closely with Michigan 2-1-1 and the other six call centers in Michigan to enhance and improve the region's comprehensive data base using AIRS Taxonomy and following the Michigan 2-1-1 protocol to ensure the system is accurate and current.
2. I & A staff will continue to work with Emergency Management coordinators in all 15 counties via the U.P. 911 Authority in regards to its role in the event of a national or regional disaster.
3. I & A staff will continue to utilize screening tools to identify specific target populations such as family caregivers, those who identify as LGBTQ+, tribal elders, etc. so that they can better understand their potentially unique needs and make more appropriate referrals.
4. The UPAAA will continue conducting a public relations campaign across the region to inform the public of the 2-1-1 Information & Assistance Call Center, increasing its call volume by 10% over the next fiscal year as a result of television and radio advertising, and other public relation events. The Call Center will also increase access to information and assistance through a partnership with the MI Department of Health & Human Services via their MI Bridges portal, and by the ability to access the 2-1-1 database through a texting option.
5. The UPAAA will work closely with the U.P. Veteran's Program Manager to help veterans access housing, employment, food, transportation, education benefits, vehicle repairs, death/burial benefits, utility assistance, and home rehabilitation assistance.

**Approved MYP Program Development Objectives**

**Area Agency on Aging Goal**

- A. At least one community within the region will complete an aging-friendly community assessment and receive recognition as a Community for a Lifetime by 9/30/2020.**

Objectives

1. One new community within the PSA will receive recognition as a Community for a Lifetime by 9/30/2020.  
Timeline: 10/01/2019 to 09/30/2020

Progress

This goal/objective has been suspended indefinitely. Should a community or city in the region wish to pursue this endeavor in the near future, the UPAAA would assist that entity to the best of our ability.

- B. Help older adults maintain their health and independence at home and in their community.**

Objectives

1. Provide consumers with options and assistance in obtaining self-directed community-based care when facing the need for long term supports and services.  
Timeline: 10/01/2019 to 09/30/2022

Progress

The UPAAA's Care Managers continue to work with consumers using principles of person-centeredness to provide options to long-term care needs such as the Residential Services option, self-directed care, and by participating in projects and opportunities that support these endeavors whenever available. The UPAAA currently has agreements with 10 community-based residential facilities to provide additional in-home services to over 24 residents choosing to remain living within those facilities. UPCAP Care Managers continue to educate clients on the self-determination component of the MI Choice Program. Overall a total of 238 clients chose the self-determination component to receive their services, which allows participants to choose and employ the caregivers who will provide services to them. This 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 existing provider agencies.

UPCAP also administers the nationally accredited U.P. 2-1-1 Call Center which serves as the UPAAA's Information and Assistance Helpline, as well as being the answering point for the Aging & Disability Resource Center and long term care services such as options counseling, care management, and MI Choice Waiver services. Last year 14,965 calls were received from individuals in need. Of those, 4,810 were related to COVID-19 and the needs associated with finding resources during a national pandemic. Most especially, over 50% of callers were looking for assistance with food/groceries. Other top priorities for callers were obtaining resources on transportation, snow shoveling assistance, electric service payment assistance, and errand running/shopping assistance.

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All call specialists and care managers have completed LGBT Cultural Competency training. The 2-1-1 database is continually updated to include LGBT resources and demographics, including those agencies and businesses determined to be LGBT friendly. Plans are in place to train all staff in Diversity, Equity and Inclusion within the next fiscal year. This all helps to ensure that any individual who comes to the UPAAA for assistance will be treated fairly, impartially and with dignity.

2. Ensure adequate community services are available to those who need them to enable them to remain in their own homes for as long as they choose.

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

Progress

The availability of chore-types services (including needs such as one-time snow plowing, furnace repairs/replacement, assistance with utility shut-off notices or emergency food relief, etc.) are still inadequate across the region, especially to low income individuals living in the most rural areas. UPCAP/UPAAA has received approval for a Regional Service Definition to use Older American's Act funds to help address one-time emergent needs of older adults trying to remain in their own homes, where no other formal or informal supports or resources are available to meet the need. This is being utilized on an as-needed basis using the 2-1-1 call center and care managers to identify persons in need. To date, services and items provided to folks include snow shoveling, emergency food boxes, ramps and grab bars, and many other miscellaneous items.

In the area of transportation, UPCAP received a grant from the MI Health Endowment Fund to conduct a comprehensive study and analysis of transportation needs across the region. This study is in its final phase and once needs are clearly identified, a future proposal will be submitted to grant makers to secure funding to begin addressing the most critical transportation needs identified in the region.

On March 23rd, 2020, the Governor's "Stay Home, Stay Safe" Executive Order (EO 2020-21) stopped or postponed all health and wellness classes that were being held or planned for FY 2021. The UPAAA immediately made efforts to search for ways to provide these services in alternate ways. Program staff quickly learned to utilize virtual programming and classes were planned using this method of communication. The UPAAA also worked with other regions and community partners to ensure classes were as accessible as they can be to all, while sharing resources and staff to promote and facilitate classes in this new way. Classes that the UPAAA was able to provide virtually, either alone or with the help of partners, include various Personal Action Towards Health (PATH) programs, and the Arthritis Foundation's 'Walk with Ease' - a self-paced walking program that includes weekly supportive virtual programming developed by the UPAAA to keep folks motivated and engaged. During this past year, 2 Walk with Ease classes have been provided with a total of 40 participants completing the program. This class served as the springboard from in-person classes to virtual, and was an ideal way for participants to get physical activity while social distancing during the COVID-19 pandemic. Unfortunately, many workshops and programs such as Matter of Balance were not available to be held virtually until just recently, but the UPAAA is looking forward to offering this class in the very near future. It has also been a struggle for some of our older adults to access virtual programming, and so we look forward to offering these classes in the more traditional way (face-to-face) as soon as safely possible.

3. Enhance caregiver efficacy by providing improved access to information, support, and resources.

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

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Progress

The UPAAA participates in the Alzheimer's Disease Initiative-Specialized Supportive Services Project which helped to expand education, supports and services to persons with dementia, their families and caregivers. Even during the national pandemic, the UPAAA was able to offer virtual classes to family caregivers, direct care workers and even Certified Nursing Assistant students on topics such as "Dementia Overview for Family & Friends" and "Understanding Behaviors in Persons with Dementia." In the past year, 60 folks participated in these programs.

The UPAAA also provides the Benjamin Rose Care Consultation Program (BRI). BRI Care Consultation™ is an evidence-based care-coaching program, designed to deliver assistance and support to individuals with chronic conditions and their caregivers by telephone and email. This has proved especially advantageous during COVID-19. Currently, we have 10 trained care consultants who have assisted 67 caregivers to date using this method. Unfortunately, many caregiver programs that were not easily adapted to virtual means could not be held during the Governor's 'Stay Home, Stay Safe' Executive Order. The UPAAA is committed to the continuing the Respite Education & Support Tools (REST) workshops to train companions willing to provide volunteer respite to family caregivers, as well as the Creating Confident Caregivers program for family caregivers dealing with Alzheimer's Disease, once the Order is lifted. In the meantime, UPCAP utilized social media to develop a virtual caregiver 'blog' and also started a virtual Caregiver's Support Group which has proved quite popular. UPCAP is in the process of developing a region-wide Caregiver Resource Center to help support & provide resources to all caregivers throughout the Upper Peninsula.

The UPAAA continues to provide comprehensive, person-centered care management services to caregivers of older adults with Alzheimer's Disease or other forms of dementia or who are otherwise burning out from the demands of providing informal supports to those older adults needing extensive supports and services. While BRI services are available to these caregivers as well, the UPAAA is also in the process of researching new ways to help these caregivers through the use of the newly revised T-Care program or perhaps via Trualta, a personalized, skills-based training platform for family members caring for aging loved ones living at home.

The UPAAA has a number of certified trainers in many programs that can assist in-home staff become better caregivers as well. We continually offer training to direct care workers regarding elder abuse prevention, dementia, homemaking skills, nutrition, confidentiality, and other topics as requested.

4. Identify housing needs on a county-by-county basis and where applicable, provide assistance in addressing those identified needs.

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

Progress

Shortages of low- and moderate-income housing is still a very real problem within the region. Waiting lists for these types of housing are on-going in most areas of the U.P. UPCAP is committed to ensuring accessible and affordable housing for all, and currently manages eleven housing projects in 7 of 15 counties within the region. Many of these are located in the most rural areas of the Upper Peninsula. UPCAP also recently purchased 18 acres of land in Escanaba with the hopes of building moderate-income, single-family, accessible homes to encourage aging in place.

UPCAP's Housing Specialist works closely with all public housing facilities throughout the region and maintains a county by county listing of available housing options. This information is shared with all interested parties, including

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care management staff and the 2-1-1 Call Center. The Housing Coordinator also conducts outreach activities with private landlords and maintains a county-by-county listing of accessible, private unsubsidized housing options. Training is routinely offered to local housing managers related to issues pertaining to older adults, veterans, and individuals with disabilities.

**C. Protect older adults from abuse, neglect, and exploitation.**

Objectives

1. Increase community awareness and understanding of elder abuse, neglect, and financial exploitation across the region.

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

Progress

Due to Covid-19 and the Governor's Executive Orders, the PREVNT grant was not offered for the 2020-2021 fiscal year. Educational Sessions and presentations were still available to any individuals or organizations who requested them, however, due to the statewide-shutdown, minimal presentations were facilitated by UPCAP. The pandemic has hampered a great deal of our initiatives as many of the recipients of these initiatives were categorized as "high-risk," and the technology proved too difficult for many folks to participate virtually. UPCAP did create and play several poignant new commercials on local television stations this past year, alerting the public to what elder abuse is and how to report it.

UPCAP intends to apply once again for a PREVNT grant for this next fiscal year in order to resume in-person workshops, trainings and events as well as to continue our public media campaign to inform the public about elder abuse.

2. Assure visibility and access of the Long Term Care Ombudsman.

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

Progress

The Ombudsman and her volunteers were unable to enter long term care facilities during the Governor's 'Stay Home, Stay Safe' Executive Order during the national pandemic. During this time, most activities were done by phone. There were many calls and concerns related to families not being able to see their loved ones in these facilities during the pandemic. Also, residents were concerned about not being able to leave the building or their rooms during the outbreaks in their facilities. In total for the past year, the Ombudsman was able to assist over 200 individuals either in-person or virtually with information, assistance, and support. Additionally, 19 residents were assisted with involuntary discharge notices. The Ombudsman is now able to begin resuming 'normal' services by visiting long term care facilities in-person as before.

Also because of COVID restrictions, there was no annual 'Best Practices' conference held last year for long term care staff, as has been done for the past 17 years. Unfortunately, due to continued concerns with keeping staff and residents safe, and due to staff shortages, the conference will not be held this year either. These conferences have proven very popular and successful, allowing U.P. facilities to showcase their 'best practices' to their peers, while also providing updates and advocacy tips from professionals around the state. It is UPCAP's plan to have a full in-person conference again in the fall of 2022, barring any unforeseen circumstances.

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3. Increase community awareness and understanding of Medicare & Medicaid fraud and abuse across the region.

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

Progress

MMAAP counselors across the Upper Peninsula are regularly updated on the most recent information regarding Medicare/Medicaid scams, fraud and abuse. Trainings are continually held (this year virtually) by both the local Regional Coordinator and the State's MMAAP office in Lansing.

During FY2020 – in the midst of a national pandemic - MMAAP provided virtual outreach and information via 110 group and media events. The group events were estimated to reach over 3500 attendees, and our media campaigns had a targeted audience of over 20,000 people across the Upper Peninsula. Additionally, over 542 direct interactions with MMAAP clients and counselors focused on Medicare and Medicaid fraud and abuse across the region. MMAAP counselors in the UP spent over 1200 hours educating and assisting beneficiaries directly with complaints and concerns regarding Medicare/Medicaid Fraud and Abuse for FY 2020.

Also, all MMAAP counselors in the region recently finished Diversity, Equity, and Inclusion Training as part of their recertification process. This helps to ensure that counseling and outreach is culturally sensitive and welcoming to all Medicare beneficiaries within the region.

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

Objectives

1. Ensure that UPAAA staff and subcontractors are provided training in diversity, equity, and inclusion.

Timeline: 10/01/2020 to 09/30/2021

Progress

UPCAP is in the process of researching training programs specific to this objective. Fourteen staff members who are also MMAAP counselors completed training in Diversity, Equity & Inclusion (DEI) as part of their recertification process in 2021. All call specialists and care managers have completed LGBTQ Cultural Competency training. The AAA director and several UPAAA key staff will be participating in the AASA-sponsored DEI training provided by the Michigan Public Health Institute this fall. Once trained, UPAAA staff will disseminate information about approved training modules and formats to other agency staff, as well as to agency providers and subcontractors. UPCAP will continue providing technical assistance, support and monitoring in this area to ensure that all provider staff - especially direct care workers - are sufficiently trained in diversity, equity, and inclusion.

2. Ensure that all programming and outreach is culturally sensitive and welcoming to all.

Timeline: 10/01/2020 to 09/30/2021

Progress

UPCAP has a strong partnership and currently holds contracts with three of the region's tribes to provide services to tribal elders under the Older American's Act. We are currently in the process of reviewing all outreach materials and social media platforms to ensure they are culturally sensitive and inclusive to all. The 2-1-1 Information & Assistance database is continually updated to include LGBTQ resources and demographics, including those



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agencies and businesses determined to be LGBTQ friendly. UPCAP also assisted in the development of the LGTBQ Inclusivity Guide for Area Agencies on Aging which has been distributed to all of our service providers and partners. UPCAP will continue to strengthen partnerships with minority, immigrant, and LGBTQ communities within our region to work on furthering this goal.

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**Supplemental Documents**

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**SUPPLEMENTAL DOCUMENT A**  
**Board of Directors Membership**

	Asian/Pacific Islander	African American	Native American/ Alaskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	0	1	0	0	3	20
Aged 60 and Over	0	0	1	0	0	2	16

Board Member Name	Geographic Area	Affiliation	Membership Status
Jerry Doucette	Alger County	Alger County Board of Commissioners	Elected Official
Jim Hill	Mackinac County	Mackinac County Board of Commissioners	Elected Official
Gerald Corkin	Marquette County	Marquette County Board of Commissioners	Elected Official
Richard Timmer	Chippewa County	Consumer	Community Representative
William Menge	Baraga County	Consumer	Community Representative
Carl Nykanen	Ontonagon County	Ontonagon County Board of Commissioners	Elected Official
Randy Eckloff	Keweenaw County	Keweenaw County Board of Commissioners	Elected Official
Sarah Peurakoski	Region-Wide	Center for Independent Living (SAIL)	Community Representative
Gale Eilola	Baraga County	Baraga County Board of Commissioners	Elected Official
Joe Stevens	Dickinson County	Dickinson County Board of Commissioners	Elected Official
Patti Peretto	Iron County	Iron County Board of Commissioners	Community Representative
Dan Young	Delta County	Consumer	Community Representative
Ted Postula	Chippewa County	Chippewa County Board of Commissioners	Elected Official
Joe Bonovetz	Gogebic County	Gogebic County Board of Commissioners	Community Representative

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Craig Reiter	Schoolcraft County	Schoolcraft County Board of Commissioners	Appointed
Robert Barron	Delta County	Delta County Board of Commissioners	Elected Official
Albert Koskela	Houghton County	Houghton County Board of Commissioners	Elected Official
Phyllis French	Luce County	Luce County Board of Commissioners	Elected Official
Nick Hanchek	Menominee County	Menominee County Board of Commissioners	Elected Official
Edward Jenich	Houghton/Keweenaw County	Consumer	Community Representative

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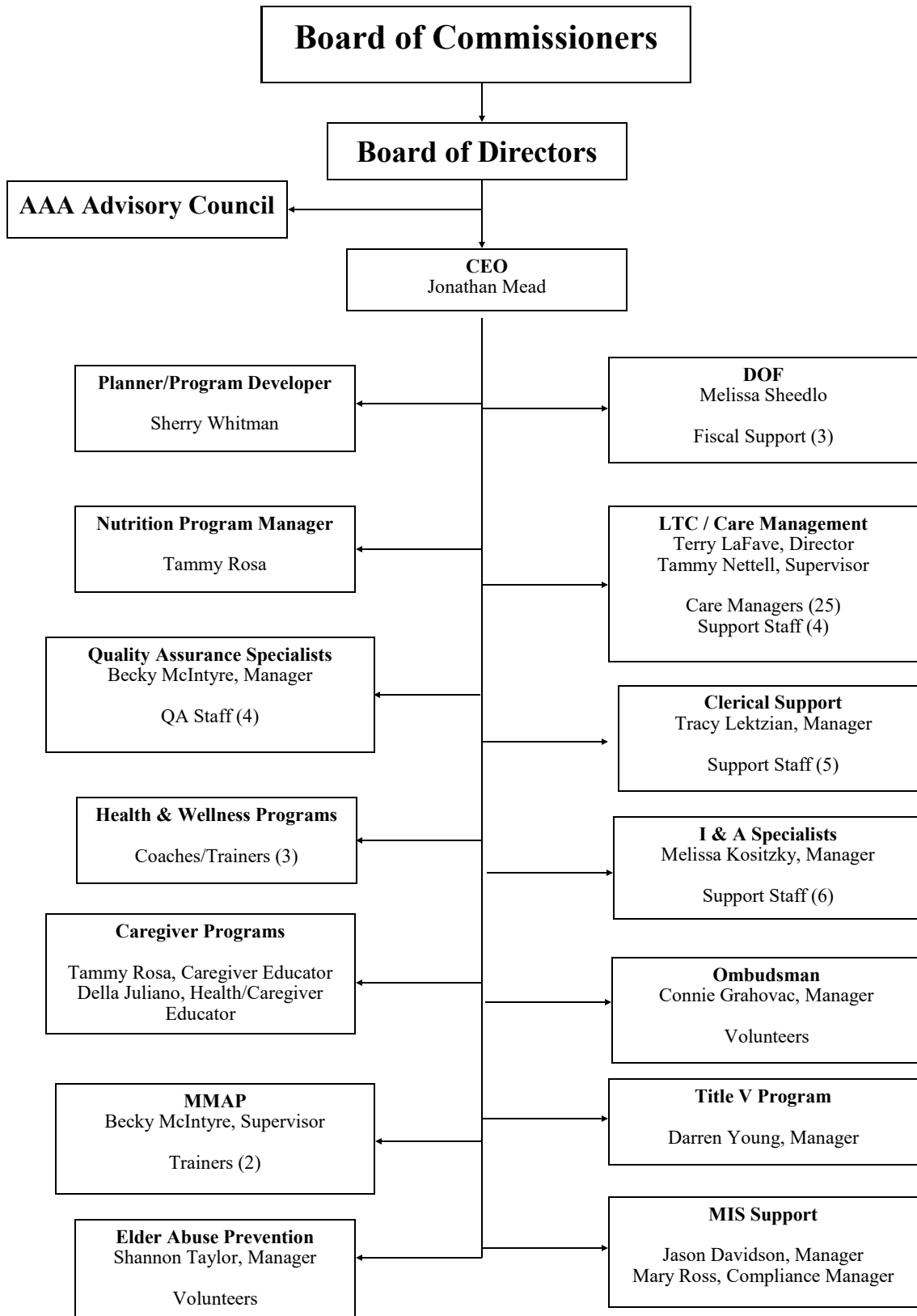
**SUPPLEMENTAL DOCUMENT B**  
**Advisory Board Membership**

	Asian/ Pacific Islander	African American	Native American/A laskan	Hispanic Origin	Persons with Disabilities	Female	Total Membership
Membership Demographics	0	0	1	0	1	10	14
Aged 60 and Over	0	0	0	0	1	4	8

Board Member Name	Geographic Area	Affiliation
Jim Bruce	Region-wide	AARP
Jack VanTassell	Luce County	Consumer
Sarah Peurakoski	Region-wide	Superior Alliance for Independent Living-SAIL
Sarah Buckley	Region-wide	Veterans Administration
Sally Kidd	Delta-Men-Schoolcraft	Community Action Agency
Julie Brunette	Region-wide	Upper Peninsula Health Plan
Patricia Duyck	Region-wide	Dept. of Labor & Economic Opportunity
Lesley Hoffmeyer	Delta County	Hospital
Connie Fuller	Delta County	Consumer
Pam McKenna	Alger County	Skilled Nursing Facility
Dr. Timothy Kangas	Region-wide	NorthCare Network
Jamie LaFave	Delta County	Skilled Nursing Facility
Sheila Chernick	Delta County	Home Health/Hospice Agency
Jonathan Mead	Region-wide	Area Agency on Aging



# U.P. Area Agency on Aging *Organizational Chart*



\*\* NOTE: FTE only includes OAA/OMA funding