

Midland Area Agency on Aging

PUBLIC INFORMATION DOCUMENT

Area Plan

For

Area Plan Cycle 2025 through 2027

**FOR SERVICES TO OLDER ADULTS, CAREGIVERS AND PERSONS
WITH DISABILITIES**

OF

Clay, Effingham, Fayette, Jefferson, and Marion Counties

March 25, 2024

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I. PURPOSE

The purpose of this Public Information Document is to provide information on the proposed Fiscal Year 2025-2027 Area Plan for services to older persons, caregivers, and persons with disabilities in Clay, Effingham, Fayette, Jefferson, and Marion Counties. This document includes pertinent information that have been submitted and is provided for public view prior to the scheduled Public Hearing.

Issuance of the Public Information Document is to allow the public the opportunity to review the content proposed in the Area Plan and to prepare either written or oral testimony to the Area Agency for its consideration prior to submittal of the Area Plan to the Illinois Department on Aging.

II. PUBLIC HEARING INFORMATION

The Public Hearing on the proposed FY 2025-2027 Area Plan will be held:

Thursday April 25, 2024

10:00 a.m.

Midland Area Agency on Aging Conference Room

434 S. Poplar

Centralia, IL 62801

Call In number:

1-877-216-1555

Pass Code: 553941#

The Public Hearing affords the public the opportunity to provide comments, suggestions, and information on the proposed Area Plan. Written and oral testimony will be accepted at the hearing, and is encouraged.

The hearing will begin promptly at 10:00 a.m. and will conclude when all persons present and wishing to testify have had the opportunity to do so. It is

important to be present at the beginning of the hearing to assure testimony will be received.

All newspapers in the five county area were provided a news release and asked to put the event on their community calendars. It was also set up as an event on Facebook. Copies of the PID were available in each of the five counties prior to the Public Hearing at the focal points. In addition, our Board of Directors, Advisory Council, Service Providers, and members of the General Assembly were sent/mailed copies of the PID. The PID is available for viewing on the Midland AAA website www.midlandaaa.org.

Written testimony containing an original signature of the person(s) providing the testimony may also be submitted no later than 4:00 p.m. Friday May 3, 2024:

Tracy Barczewski, Executive Director
Midland Area Agency on Aging
434 S. Poplar Street
Centralia, Illinois 62801

Written testimony received via facsimile or other electronic transmittal will be accepted.

Fax Number 618-532-5259
Email office@midlandaaa.org

A summary of all testimony received and any resultant changes to the proposed Area Plan will be available from the Area Agency upon request, ten (10) business days following the Public Hearing.

III. SUMMARY OF RESULTS OF NEEDS ASSESSMENT AND PLANNING PROCESS

Midland Area Agency on Aging's planning process involves several steps using a number of procedures and resources. The planning process allows for basic identifications of the concerns and needs of older persons in the area. It

includes a mechanism for adjusting the Area Agency approach to meeting those needs and addressing concerns of older persons as they change over the three-year planning cycle. The planning process in preparation for the development of the three-year Area Plan encompassed many activities and resource analyses to determine the overall service needs and concerns of older persons in the area. The plan was developed to meet those needs to the extent possible with projected resources in the area.

March of 2020 changed everything in every way of the service delivery system provided by Midland Area Agency. The Covid-19 Pandemic has made us reevaluate and redesign every service we have. Our service system has been built around face to face contact. Whether it was at a congregate meal, a home delivered meal, information and assistance, legal, transportation, caregiver services, adult protective services, ombudsman, health promotion programs, friendly visiting, or case coordination unit services which are all different services, the one common thread was they were provided in a face to face manner. In a matter of hours sites were closed, people were sent home to work remotely, technology became more important, and essential services had to be redesigned to protect both clients and workers.

Becoming familiar with virtual formats became mandatory. This is especially difficult in our rural communities where broadband system is weak at best and non-existent at worst. Our clients either do not have the ability or refuse to become part of the virtual world. Services have been provided via drive through, drop boxes, drop and knock meals, and all with PPE measures being implemented. The Aging Network in PSA 09 have been innovators in the provision of services during this unprecedented time. Fiscal Year 2025-2027 will see a return to the service delivery system that was in place prior to the pandemic with additional alternatives being available to clients.

The subsequent planning activities as the Area Plan cycle progresses through the three years are continuous throughout the life of the plan. Needs and concerns of older persons are identified and updated regularly. Shifts in service provision and activities are made as indicated from yearly planning

updates if necessary. Several steps are undertaken initially and updated information is reviewed and considered, at a minimum, on a yearly basis in preparation of subsequent years' amendments to the original plan.

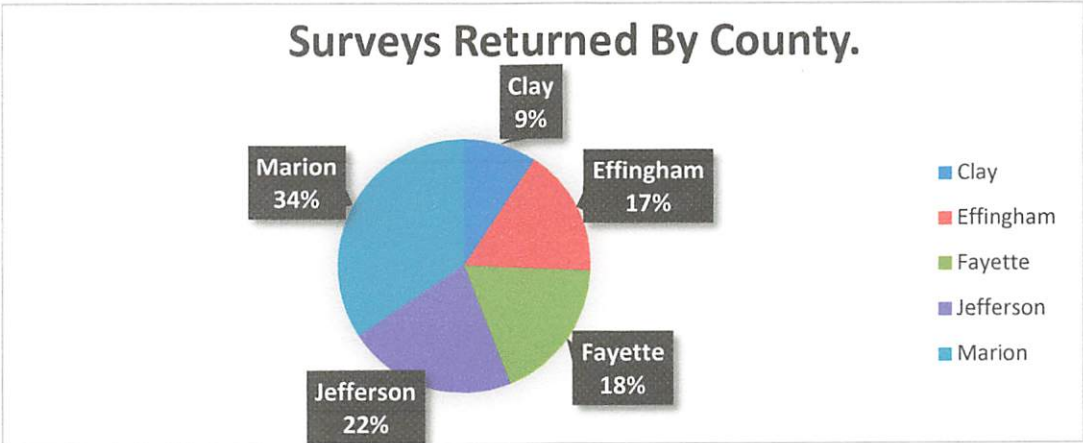
The Needs Assessment Process in the development of the FY 2025-2027 Area Plan included the following activities:

1. Review of senior program utilization rates and trends;
2. Service level history and funding history;
3. Benefit Access Assistance utilization rates;
4. Requirements imposed by various funding sources;
5. Review of federal and state laws, rules, and regulations governing service development and administration of funds;
6. Input from the community including local elected officials;
7. Input from the Midland Area Agency Board of Directors;
8. Input from the Midland Area Agency Advisory Council,
9. Representation on various networking groups regarding senior issues;
10. Information obtained from other organizations on caregiving;
11. Information obtained from other organizations regarding mental health;
12. Results of Local Needs Assessment;
13. Monitoring of state and federal legislative trends;
14. Census information;
15. Input from the Aging and Disability Advisory Group;
16. Input from County Coalitions;
17. Input from Faith Based Organizations;
18. Input from participants of all services including those in "greatest social need" and minority participants.
19. Input from Law Enforcement
20. Listening Sessions with Family Mental Health Support Group, Seniors, Caregivers
21. Dementia Friendly Task Force

The results of the needs assessment and planning process are reflected in the issues identified, service priorities and strategies that have been developed to address the issues and needs identified.

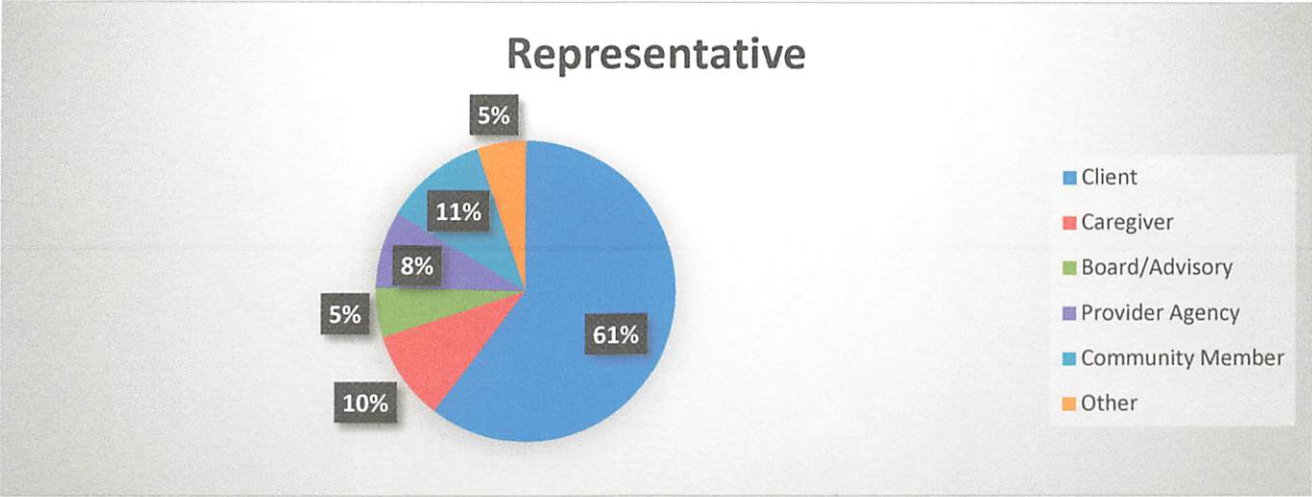
The local needs assessment was sent to Older Adults, Caregivers, Persons with Disabilities as well as a variety of Community Organizations with self-addressed stamped envelopes for returning. Midland Area Agency on Aging tabulated the surveys. There were 700 surveys sent out and 225 were returned and tabulated so the return rate was 32%

Surveys Returned by County are depicted in this chart:

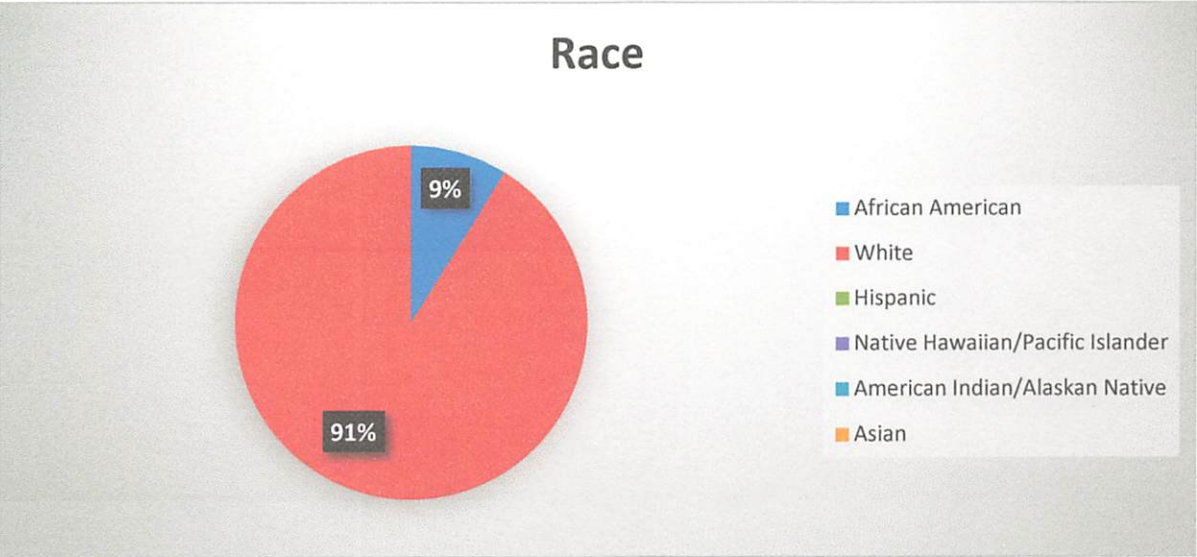


Marion and Jefferson Counties are the larger Counties in our service area, therefore it is natural that they would have a higher volume given out and received.

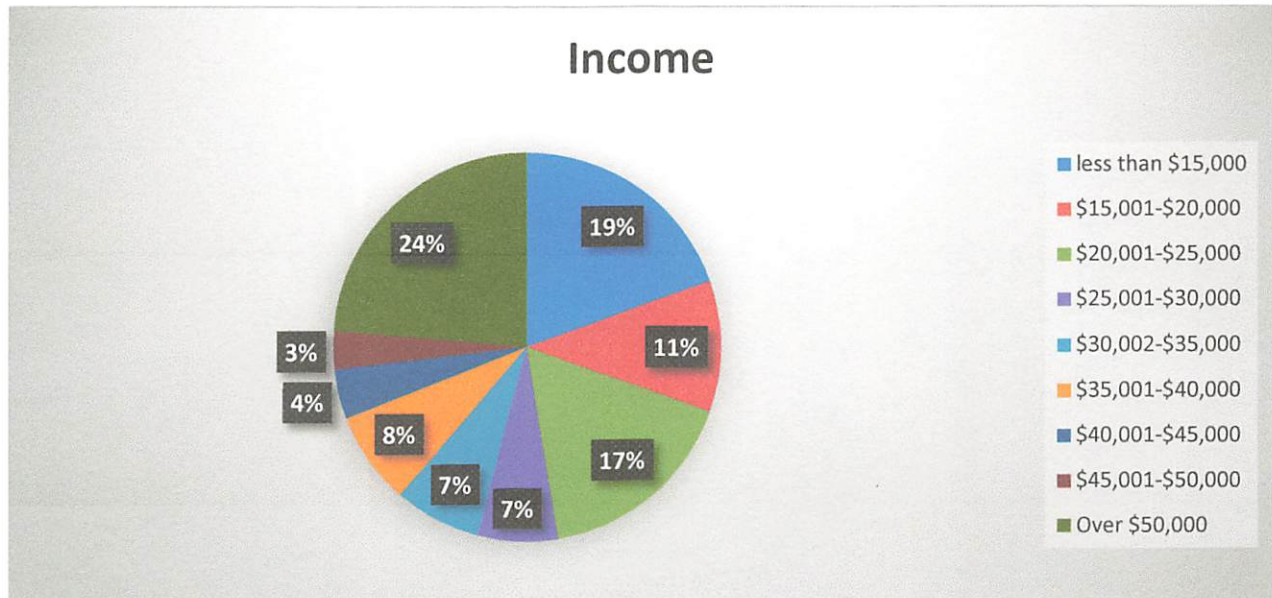
Below depicts how the person completing the survey identified themselves in relation to our Network:



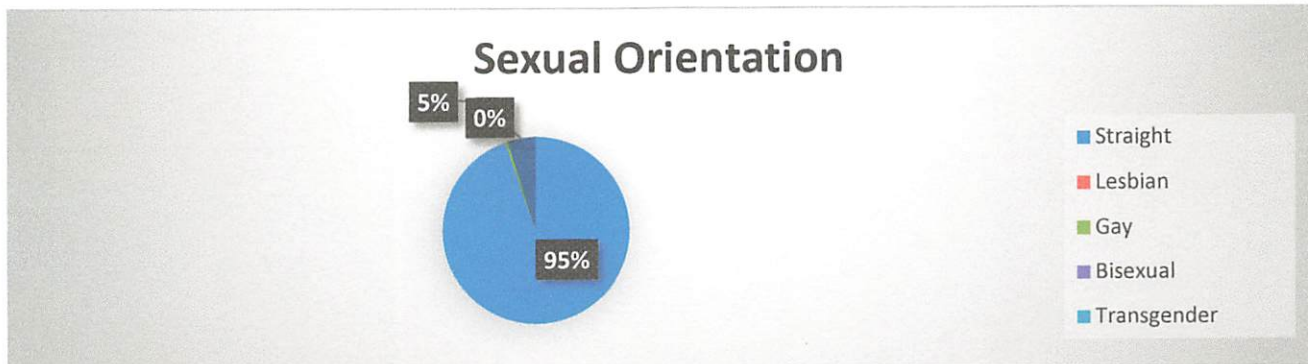
There is limited Minority population in the PSA in Jefferson and Marion Counties below shows the break out we received in our survey results. The Minority population is African American.



Income Data indicates we have a wide range of income levels. In retrospect it would of shown a truer picture if we had gathered the Client Data separate from provider, Board, and Community Members. Even so, 47% are at or below poverty guidelines

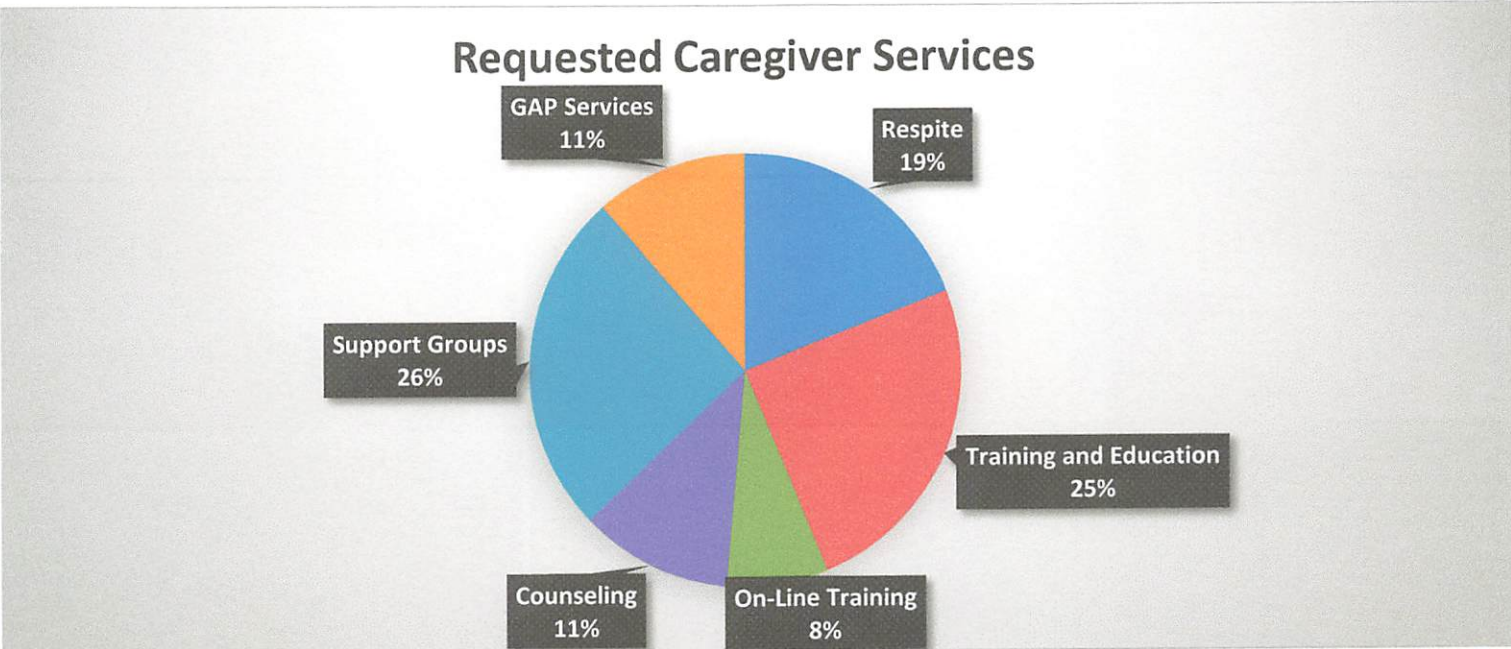


Sexual Orientation self-identification is still a challenge in our area. The fast majority 95% Identified as straight, 5% Declined to answer and 1 person identified as Gay. Our staff just had a one on one webinar with trainers from SAGE and this was brought up. We were told that the Older Population still has difficulty sharing their Sexual Orientation and to just keep doing what we are doing and that is making our office, pamphlets, and marketing tools open minded and inclusive to all people. They approved of materials we are currently utilizing.

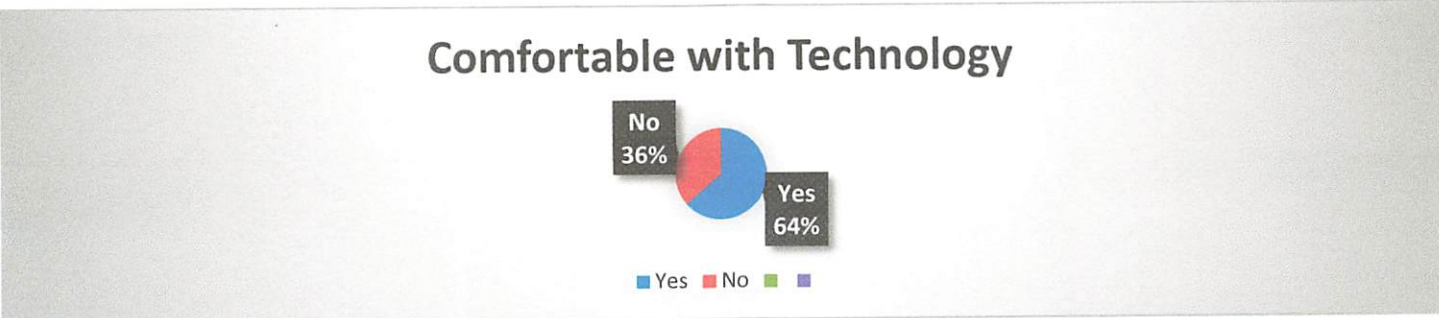


Caregiver Data

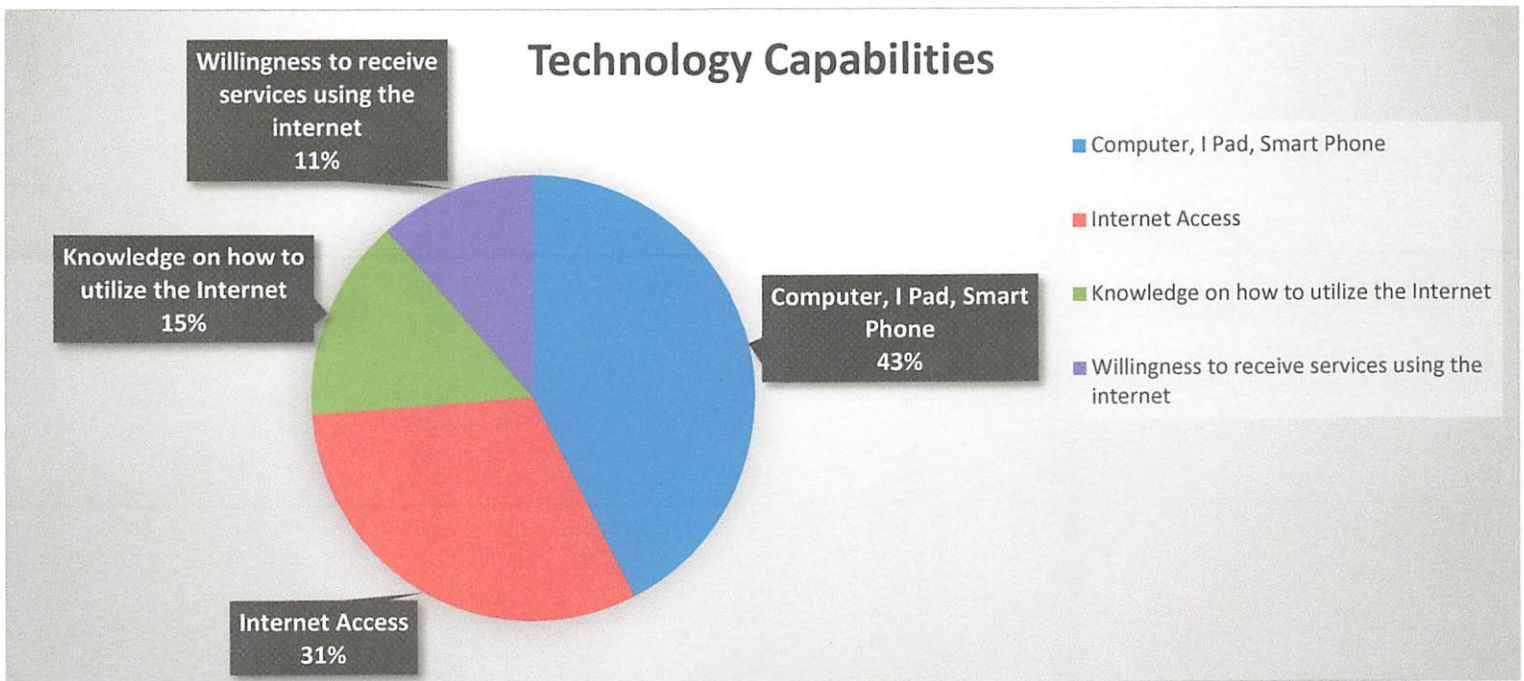
A listening Session was held with Caregivers as well as surveys being sent to Caregiver Clients. The Caregivers interviewed at the listening session were all new to the program. Fifteen interviews were completed. The chart below indicates the services most requested by Caregivers.



One major difference from the last needs assessment to this one is in Technology. Due to the Pandemic, everyone from clients to professionals were exposed to more technology. Many more people responded their comfort in using technology than in the past, however there was low interest in receiving services in this matter. The group most comfortable with utilizing technology was our Caregivers.

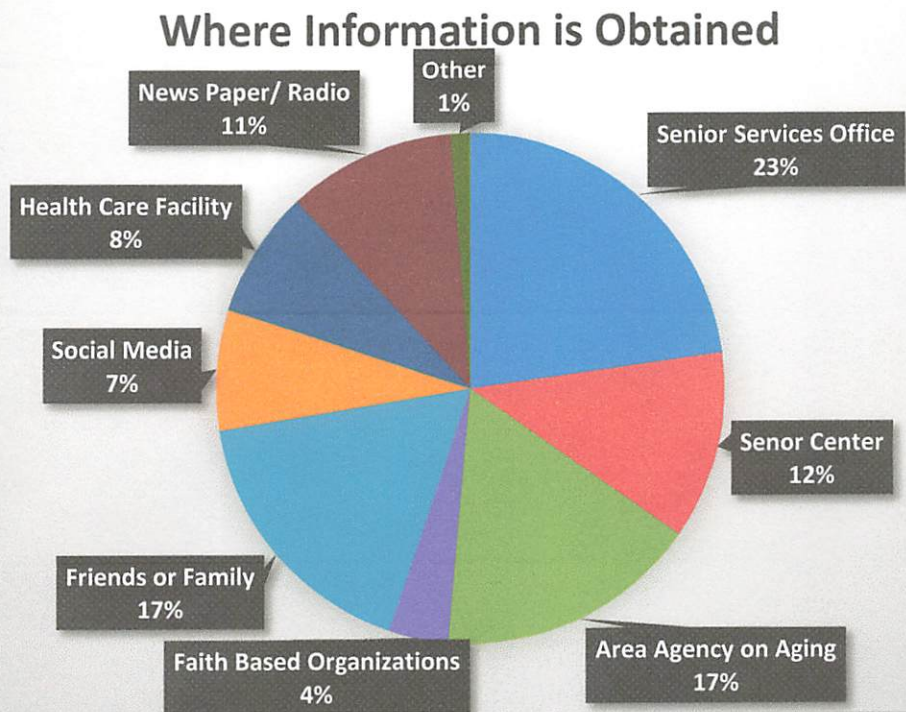


Technology Capabilities



Where are people hearing about our services? Outreach and visibility was an area identified by Midland AAA during the last Area Plan cycle and is a Statewide Initiative identified by the Illinois Department on Aging in this cycle. This is a continuous discussion held by staff, providers, boards, and advisory councils for years. The answer usually comes back to people don't pay attention to our outreach efforts until they need the services. This does not mean outreach services should not be completed, in fact they do need to be increased. During the last Area Plan Cycle Midland pilot tested County Conversations, at these conversations all of our service providers plus some additional providers were invited to set up resource tables and talk about the services their agencies provide. A presentation was also given on the affects of Social Isolation has on people and the importance of community contact on a person's well being, Response was very favorable and the County Conversations will become part of the Statewide Initiative as it highlights our whole local network. We have learned the publicity of the event is crucial for the event success. Below demonstrates

where people reported learning about our services and where we need to target our outreach activities.



A goal of Midland AAA and its network of providers has always been to provide equitable, fair, and inclusive services to anyone who needs our help. Below is a chart reflecting the satisfaction of treatment .

I feel I am treated fairly and equitably by the Aging Network



During the Fiscal Year 2025-2027 Area Plan, Midland Area Agency will develop an Area Wide Customer Satisfaction Survey that will be uniformly distributed by our local Network. Currently providers obtain client input but it is all developed by individual providers and approved by the AAA. This change will assure the data we receive can be analyzed on an even basis. The Goal will be to have an 80% Satisfaction Score. Quarterly Reports will be required by providers and analyzed by AAA staff. If a provider falls below 80% training will be provided one on one to improve customer service. This will be a SMART Goal for each service we provide this cycle.

Listening Sessions:

Midland Area Agency conducted 3 Listening sessions in preparation for the FY 2025-2027 Area Plan. This is a new component to the planning process. One was held at a Mental Health Family Support Group, one was at a Caregiver Event, and the third was conducted at a Meal Site.

Group one (the Mental Heal Family Support)

- 22 of 25 were over 60
- 12 of 25 were Caregivers
- 12 of 25 were caring for someone with Dementia

Greatest Concern discussed was finding Caregiver Services when they needed them.

Group two (Caregiver Event)

- 15 Caregivers interviewed
- Age range 30-70
- All new to the Caregiver Program
- Heard about the Event on the Radio

Greatest Concerns expressed fear for their loved one. Needing more support groups. Finding a way to take care of their self without guilt.

Group three (Meal Site)

- 14 participants, volunteers, and staff
- Age 30-80

Greatest Concern was their site staying open. Getting people to come back in to the Site . Wanting a special diet.

Although a wide range of services were identified, gaps in service and insufficient quantities of service still exist. Our data showed that the Area Agency funds are being utilized to fund entire programs in some cases for which other funds are unavailable. Congregate meals, senior legal services, information and assistance, health promotion, caregiver and grandparents raising grandchildren are funded exclusively with funds acquired by the Area Agency. In other cases, funds of the Area Agency are coupled with other resources from a variety of sources and are used to leverage other resources for the provision of needed services such as transportation.

Identified gaps or deficiencies in service identified in our unmet need report and our needs assessment include the following:

1. Specialize/medical transportation area wide;

2. In-home services including yard work, snow removal, housekeeping and homemaker services for senior not eligible for or unwilling to avail themselves of the state Community Care Program;
3. Transportation in the outlying areas of the PSA ;
4. Emergency needs for which no other resource is available like medication, eye glasses, hearing aides (GAP filling);
5. Residential repair/home modification
6. Telephone reassurance;
7. Friendly visiting/senior companion especially on weekends;
8. Medication Management
9. Homeless Shelters/Homelessness in general;
10. Adult Day Services;
11. Money Management;
12. Affordable Housing;
13. Assistive Technology;
14. Diabetic Supplies;
15. Incontinent Supplies;
16. Developmental Disability Services;
17. Dementia/Alzheimer's Support;
18. Health Promotion Programs;
19. Grandparents Raising Grandchildren;
20. Social Isolation Prevention Services;
21. Affordable Broadband/Internet
22. Pet Care
23. Home Security Systems
24. Agency Visibility

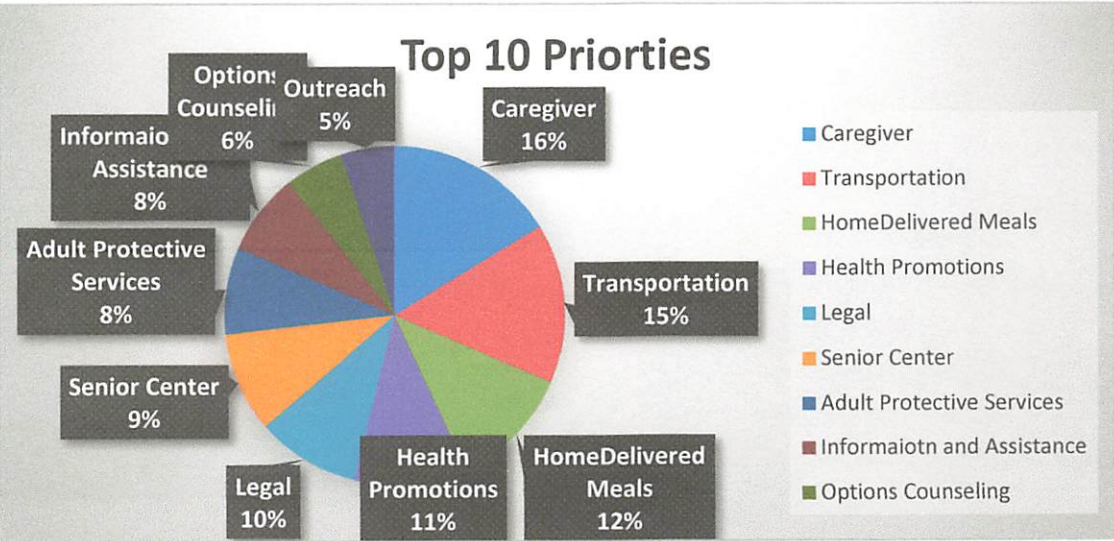
SERVICE PRIORITIES

In establishing service priorities, the Area Agency followed a series of established procedures. The priority listing of fundable services was developed from a review of all necessary data obtained from the needs assessment and planning processes. The priority list also takes into consideration all mandated and

essential programs as required by the Older American’s Act as amended, the Illinois Act on Aging, and the Department on Aging. Simultaneously, the anticipated amount of Area Agency funds to be available is reviewed to determine funding that can be allocated to the various services.

In January 2024 a full Needs assessment was sent to the Board of Directors, Advisory Council members, Provider Agencies, networking groups, and Consumers in the PSA. A piece of the Needs Assessment focused on the priorities of services in the PSA. Through the results of this process the Board of Directors has identified following as the priority list:

- 1. Caregiver
- 2. Transportation
- 3. Home Delivered Meals
- 4. Health Promotion
- 5. Legal
- 6. Senior Center
- 7. Adult Protective Services
- 8. Information and Assistance
- 9. Options Counseling
- 10. Outreach



STATE AND LOCAL INITIATIVE:

The Illinois Department on Aging has Identified 3 Statewide Initiatives that all Area Agency will be required to work on over the 3 year plan. The 3rd Initiative will be used for the local initiative.

Initiative #1: Increase statewide visibility of the Aging Network to connect Illinoisans with supports and services that encourage independence, dignity, and quality of life as we age.

The mission of the AAAs as defined by the Older Americans Act is in part to: “be the leader relative to all aging issues on behalf of all older persons in the planning and service area. This means that the area agency shall proactively carry out, under the leadership and direction of the State agency, a wide range of functions related to advocacy, planning, coordination, inter-agency linkages, information sharing, brokering, monitoring and evaluation, designed to lead to the development or enhancement of comprehensive and coordinated community-based systems in, or serving, each community in the planning and service area. These systems shall be designed to assist older persons in leading independent, meaningful and dignified lives in their own homes and communities as long as possible.” (45 CFR 1321.53)

To build upon the mission statement, IDoA has selected increasing public visibility as a Statewide Initiative with a focus on raising awareness and sharing information about the availability of aging services and supports. Due to the impacts of the COVID pandemic, as well as the changing ways that individuals and communities consume media and communicate, it has become increasingly difficult to reach the targeted populations that would benefit from OAA- funded programs. A dedicated statewide initiative to increase the visibility of the available programs and services throughout Illinois will increase both the awareness, as well as the utilization of much needed and sought after services.

Increasing public awareness will be embedded in every program and service justification, with a focus on promoting programs and services to traditionally underserved and unserved populations. Every service should be viewed through the lens of increasing public visibility with a corresponding inclusive approach to planning for integration into each service provided.

During the last Area Plan Cycle the Midland Area Agency introduced the concept of County Conversations as a pilot project. Although, attendance was not what we wanted, those that did attend as well as service provider both in and out of our network provided very positive feedback. During the Fiscal Year 2025-2027 Area Plan Cycle the Area Agency intends to expand concept with a marketing campaign titled: LISTENING IS FREE The Area Agency is Here! A County Conversation will be held in each of our five (5) counties over the next three (3) years. These are large events that will allow not only the AAA to speak but each service provider is given the opportunity to talk about their programs. This does not only get the information to the people attending but the other providers that will in turn generate more referrals and a better understanding of what services are available in that particular County.

Initiative #2: Drive continuous quality assurance and improvement activities that emphasize person-centered and trauma informed services while maximizing effectiveness of services delivered through the Aging Network.

As the lead agencies in the state and local areas, it is a duty of the State Agency on Aging (IDoA) and the AAAs to ensure the programs and services provided directly and through the community partner network are delivered utilizing person-centered and trauma informed methods. Over time, Illinois has experienced significant changes in population, including an unprecedented increase in the percentage of older adults in our population. There has also been a significant increase in the number of older adults within racial and ethnic minority, sexual and gender minority, and minority religious populations. The inclusion of quality assurance and improvement activities for this initiative should include evaluations of current programs and services to ensure that the programs and services are meeting their intended objectives and are providing services in a person-centered and trauma informed manner.

Access to accurate, comprehensive, and timely data is vital to be able to make informed decisions regarding community needs and service prioritization at the local, regional, and state levels. A focus on maximizing the effectiveness and accuracy of services and programs will ensure maximization of the return on investment for funding and will ensure we are meeting the directives provided

through the Older Americans Act and the Administration for Community Living's priorities.

Midland Area Agency provides on going monitoring of all providers in the PSA. The Program Coordinators complete on site monitoring of each program on a semi-annual basis. At this time, an Administrative Review is also completed on each agency. In the off year where a on site monitoring is not completed a desk review is completed by each project.

The Fiscal Team completes a fiscal monitoring in the same manner. An on site review is completed semi-annually followed the next year by a desk review.

In addition Midland Area Agency is creating an Area Wide Satisfaction Survey that will be utilized by all of the services funded. Reporting on the findings of the survey will be turned in to Program Coordinators on a quarterly basis and evaluated by Area Agency staff. Training will be provided to any provider who is below an 80% on the survey.

Initiative #3: Increase public awareness and knowledge of caregiver needs, as well as resources and services available throughout the state of Illinois to promote increased caregiver engagement in person-centered, trauma informed, and evidence-based programs and services. Midland AAA has elected to adapt this initiative as its Local Initiative.

Throughout 2023, IDoA partnered with the AAA network to facilitate twenty in-person Caregiver Roundtables across the state of Illinois, along with three virtual roundtables to hear from informal and family caregivers about the needs and challenges faced by caregivers, both met and unmet, and explore additional support that can enhance the caregiving journey. Upon completion of this series, we expect to hear directly from more than 400 Illinoisans whose voices will help move this program towards fulfillment of needs and preferences of the modern family caregiver.

Conversations so far have both articulated the need for these services and the need to increase visibility for these resources. Across sessions, attendees discussed caregiving from a holistic lens cutting across systems including

healthcare, transportation, community supportive services, and individual (both caregiver and care receiver) needs, values, and preferences. Training and education across the domains that fall in the scope of caregiving are also needed for family caregivers and paid caregivers, including better understanding chronic and terminal diseases, navigating healthcare systems including palliative care and hospice, physical caregiving (how to lift, transfer, bathe, groom, etc.), available caregiver resources, available resources for older people, and caring for the caregiver.

IV. FUNDING CHART

Attached is a chart for FY 2025 that includes and contain descriptions of the services to be funded, the funding amounts, the number of persons to be served, and units of service to be provided for each service. All affected projections will be revisited if we are advised that our State or Federal allocations for FY 2025 change.

V. IMPACT OF FLUCTUATING ALLOCATIONS

With continual fluctuations in the amount of funding available to the Area Agency from State and Federal resources, the Area Agency is often faced with how to implement funding reductions when they occur and increase allocations when received.

The Midland Area Agency on Aging Board of Directors reaffirmed its policy related to distribution of funds as fluctuations occur. That policy is as follows:

It is the intent of the Area Agency to assure first and foremost that minimum percentage requirements as mandated by the Older American's Act and determined by the Illinois Department on Aging are met. If reductions in funds occur, such reductions will be replaced to the maximum extent possible from available unused funds. If not available, all services would be reduced based upon a percentage of fund reduction.

Should the Area Agency receive additional allotments of Federal or State funds from the Older American's Act or State General Revenue; the intent of the Area Agency to assure that minimum percentage requirements are met, and allocate the funding depending on the type of funds, special requirements and/or restrictions, transferability, and existing needs.

Under this policy, how exactly funding fluctuations are applied to funding to services is demonstrated as follows:

TITLES IIIB, IIIC 1, AND IIIC 2 FUNDS

The available Titles IIIB, IIIC 1 and IIIC 2 funds, State GRF Match Service dollars, GRF State Non-Match funds, and available carry-over are totaled and the allocated administrative and administratively related direct service funds deducted. The balance is compared with the amount of funds in service the previous year or the current year depending upon whether the allocations reflect planning for the coming fiscal year, or represent a change in original allocations in the current fiscal year. This comparison is made to determine if service funding levels can, at a minimum, be maintained and to make sure the minimum of access, in-home and legal and transferability percentage requirements are met. If it appears that maintenance level funding can be achieved, the remainder may be retained at the Area Agency level for emergency service funding or unanticipated funding shortfalls, i.e. reduced allocations mid-year.

If this balance is adequate, maintenance funds are allocated first from Federal Title IIIC 1 funds, part of the State Match and State Non-Match Home Delivered allocations are assigned to Home Delivered Meals, including any funds previously calculated as available, and retained at the Area Agency level. If emergencies or shortfalls do not require the usage of the funds retained by the Area Agency, any funds left unspent below the allowable 5% carry-over amount are then calculated as available for the subsequent year.

Maintenance level funds are then allocated to Home Delivered meals from Federal Title IIIC 2, including any funds previously retained at the Area Agency.

This is then combined with a portion of State Non- Match Community Services to assure, at a minimum, maintenance level funding.

The balance is allocated to Title IIIB to maintain current service funding levels. Any unused funds within the 5% carry-over limit remaining at the end of the fiscal year is retained for the following fiscal year and applied towards a minimum of maintenance funding levels.

As long as we have transferability between titles to the extent that we have currently, because of this method, any increase or decrease in funds could affect all services based on a percentage of the increase or decrease applied to each service original funding level.

TITLE VII

These funds, used for Elder Abuse training, are allotted first to meet expenses of the Elder Abuse Multi-Disciplinary Team in the amount of \$3,000 and the Fatality Review Team in the amount of \$545 as is required by the Illinois Department on Aging. An additional \$976.00 for training Provider staff members having responsibilities for the program. Funds are also used for training other entities like law enforcement officials, health care professionals, and I&A Specialists. Reimbursement is provided for all or part of the elder abuse provider agency staff expenses to attend Department on Aging sponsored trainings like the annual Adult Protective Services Conference or other training approved by the Department to meet training requirements for the program. The funding may also be used for maintenance of a toll-free line, obtaining alternate methods of communication as needed with clients, or other requests that may be approved by the AAA on a case by case basis that enhances the delivery of the Elder Abuse program.

Ombudsman funds in the amount of \$15,948 are used to assist in the Regional Ombudsman program in the Operational and Advocacy cost of the program. This includes any activities completed by the Regional Ombudsman in their role as an advocate on behalf of residence in any licensed facility. The Ombudsman

program will use \$2,726 of the \$15,948 for the Fatality Review Team as required by the Illinois Department on Aging.

.TITLE III D

These funds are also allocated to each county based upon the percentage of senior population of the county as compared to the total area senior population whenever providers can be found to service a county. Any reduction or increase in Federal allocations would be applied based upon the percentage of increase realized, or reduction suffered.

TITLE III E

These funds are allocated for the Family Caregiver Program which includes Grandparents Raising Grandchildren. As the amount of additional funding would allow, additional services will be developed. If additional funding is inadequate to develop new services, funding will be allocated to existing services based upon a percentage of the allocation increase. In the event that Title III E allocations are decreased, the reduction will be applied across all Title III E funded services based upon the percentage of the funding decrease.

Since Fiscal Year 2024, the governor included state GRF under the Illinois Family Caregiver Act. These funds are to be used to enhance and improve our Caregiver Program. The AAA is providing several services including: Trualta an evidence-based training program, additional respite services, gap filling services, public education/outreach services, T-Care maintenance (Case Management) for our Caregivers. These services were started in Fiscal Year 2023 and will continue through the Fiscal Year 2025-2027 Area Plan.

VI. Home Delivered Meals

Home delivered meals area critical to enabling isolated and frail seniors to remain independent in their homes for as long as possible. As the senior population continues to increase in the 75+ groups so does the need for home delivered meals.

During the last Area Plan cycle, great effort was made by the service providers in the planning and service area to make home delivered meals available to all eligible residents throughout the PSA. This was accomplished in large part due to an increase in the state GRG and ARPA funds for Home Delivered Meals. The Nutrition Providers have eliminated waiting lists and have not reduced any serving days.

The Nutrition Programs in PSA 09 are housed within larger agencies. Two are housed in CAP agencies and one is housed in a Community Mental Health Agency. In the past these agencies have helped support the Nutrition Programs. As funding has changed for all Social Service agencies, these agencies are unable to continue this practice. As costs continue to rise in food, gas, minimum wage, and other required items to meet the standards of this program, the ability of the umbrella agencies to infuse money into the program is questionable.

With the state being fully reopened from the pandemic, Reassessments are being completed to assure all persons receiving meals are eligible. All clients receive 5 shelf stable meals and special diets are offered.

Even with the increase in funding, Midland AAA monitors this program closely to assure that the service delivery is at full capacity, and work with providers to come up with ideas to prevent a waiting list. The AAA will continue to work closely with the providers to assist and to assure that meals are delivered to those in need

VII. AREA AGENCY BUDGET/ACTIVITIES

Direct Services:

The Area Agency proposes to provide the administratively related direct service including advocacy, program development, and coordination. The provision of advocacy and program development are necessary to carry out the administrative responsibilities of the Area Agency. The full 10% of Title III funds for administration will be expended for administration before costs are incurred for

the administratively related direct service. Administrative functions are those necessary to manage the day to day operations of the government funded not-for-profit agency and meet the requirements set forth by applicable laws, rules, and regulations in the management of financial and program operations. Funds budgeted for Administration are:

Title IIB	\$25,469
Title VII (Elder Abuse/Ombudsman)	\$ 1,817
Title III C1	\$32,625
Title III C2	\$23,581
Title IIIB Ombudsman	\$ 3,622
Title III E Caregiver/GRG	\$13,188
GRF Senior Employment	\$13,292
GRF Adult Protective Services RAA	\$28,074
GRF State Funded Services	\$31,119
Local Cash	\$32,751

ADMINISTRATIVE ACTIVITIES

- Personnel Management
- Board and Staff Development
- Staff Support to Board and Advisory Councils
- Procurement for Services for Area Services
- Program Management
- Monitoring and Review of service provider administration financial accounting, policies and procedures, and service provision
- Technical assistance to service provides, community organizations, and individuals
- Maintenance of computerized client tracking for meeting reporting requirements and planning through Agingls.
- Financial Management and review of service provider audits
- Participation and Response to Compliance Reviews

- Maintains comprehensive website
- Activities Under the Adult Protective Services
 - Provide technical assistance on cases
 - Procurement process for Adult Protective Services Agency designation
 - Monitoring of the Adult Protective Services Provider
 - Attendance at all meetings/trainings required by the Illinois Department on Aging
 - Assistance with resolution of management or program issues in the area as requested by the Illinois Department on Aging
 - Assistance with conflict with APS providers and other Aging Service Providers
 - Arranges ongoing training for APS staff through quarterly meetings
 - Assisting with the CMP system

ADMINISTRATIVELY RELATED DIRECT SERVICE

Administratively Related direct services include those activities necessary to ensure a comprehensive and coordinated service delivery network, program development, and advocate for necessary resources at all levels for program and service operations on behalf of seniors in our area.

Funding for FY2025 for the three Administratively Related Direct Services are:

- Advocacy \$ 53,188
- Program Development \$ 52,290
- Coordination \$ 13,198

Advocacy Activities

- Monitor, evaluate, and comment on all policies, programs, and community actions affecting area seniors

- Represent the interest of area older adults, caregivers of older adults, grandparents raising grandchildren, and persons with disabilities to local level officials, state and national level officials, public and private agencies or organizations.
- Empower older adults to recognize and report fraud and abuse in Medicare and Medicaid
- Provide education and information on aging issues that dispels the myths and sensitizes the general public about the aging process
- Encourage older adults, caregivers of older adults, grandparents raising grandchildren, and persons with disabilities to advocate on their own behalf
- Participate in the National and Illinois Associations of Area Agencies on Aging

Program Development

- AAA is the Lead Agency in the development of the Aging and Disability Resource Center—No Wrong Door System in the PSA
- AAA researches resources to develop new programs that will benefit older persons, caregivers, and persons with disabilities
- AAA participates as members of the following councils: CCPAC, APS Advisory, Ombudsman, Nutrition, County Emergency Management councils, local Fatality Review Team, and State Fatality Review Team Advisory Council
- AAA has staff trained in Strong For Life exercise program
- AAA has staff trained in Aging Mastery program
- AAA has and will continue to develop T-Care program for Caregivers
- Participates as members in caregiver/mental health and aging county coalitions
 - Develops Caregiver and GRG trainings PSA wide
 - Develop County Specific Resource Guides
- AAA will develop additional resources to combat Social Isolation

- AAA will continue to develop a Dementia Friendly Community program
- AAA will develop Virtual Programing
- AAA will assist with the development of the Trualta Program

Coordination

- Coordinates SHIP, SHAP, and MIPPA programs throughout the PSA
- Attend various health and senior fairs throughout the PSA
- Attend Job Fairs for Senior Employment
- Coordinate Farmers Market Coupons
- Coordinate quarterly Service Provider meetings
- Coordinate AIRS certification for I&A staff
- Coordinate Disaster Management Programs
- Coordinates and provides Assessments for the Veterans Independence Program
- Coordinates resources and outreach education programs about Covid 19 precautions
- Coordinates resources and outreach about Covid 19 vaccines
- Coordinated with the Assisive Technology Grant to obtain needed devices for older adults.
- Coordinates services with MCO in the PSA
- Coordinate the reorganizing plan after the pandemic in the PSA
- Coordinate ADRD Activities

The use of Title III funds for advocacy, program development, and coordination are necessary to continue efforts to maintain and develop services delivery in our rural area.

VIII. Minimum Percentage Requirement Waiver and Direct Service Waivers.

Midland Area Agency is not requesting a waiver to the Minimum Percentage Requirement for service categories.

Midland Area Agency is asking for the following Direct Service Waivers:

Title III B Options Counseling

In Fiscal Year 2012 Midland Area Agency on Aging as part of the Statewide Initiative began developing the ADRC concept in PSA 09. As the process has developed it was quickly realized to have a successful ADRC network the Area Agency would have to take an active, visible, direct role in this process. Midland Area Agency has embraced this leadership role and is proud of the accomplishments thus far realizing we still have much to do to really accomplish the no wrong door approach that is our ultimate goal. One piece of the ADRC initiative is Options Counseling. It is a consumer driven interactive process whereby the consumer and the Options Counselor work together in identifying needs, goals, and resources to meet the consumer's wants and needs.

Midland Area Agency feels strongly that there are times that going to the home will not only benefit the consumer, but would also provide a clearer picture of the consumer's situation. The Area Agency currently has a Program Coordinator on staff that makes home visits. This person has received the Options Counseling training and is also playing a direct role in other aspects of the ADRC development. This staff person will provide Options Counseling in the home as needed PSA wide. In addition, several staff at the Area Agency received the Options Counseling training and are available to identify potential clients when they come into the office. Midland Area Agency is a SHAP site, a SHIP site, and the direct service provider for Information and Assistance in Marion County, therefore there are consumers coming through our door daily. Options Counseling is one more service that each person is screened for through our Information and Assistance Specialist. This process has already proven successful.

By coordinating this program in with existing program (s) offered at the Area Agency, the Area Agency feels it can provide the most economic program with the highest quality. With the amount of funding offered, neither the current providers nor the Area Agency could hire new staff to do this service. The Information and Assistance providers are not trained to go into homes that leaves the only alternative being the Area Agency

Title III B Information and Assistance

When Midland Area Agency on Aging procured for Title III B Information and Assistance for Fiscal Year 2023 we received no letters of intent to provide the service. We reached out to community agencies and no one would do the service. According to the Older American's Act, Information and Assistance must be available and consistent throughout the area. Midland Area Agency maintains a full time Title III B Information and Assistance Specialist which was a requirement prior to having to do this program as a Direct Service.

Information and Assistance is the focal point of our network. It is usually the first stop for an older person, their caregiver, or a person with disability to find out about the Aging Network and all the services available within the County. It is one of our ADRC core partners. Staying up to date on resources, precautions, and vaccine information has been critical. This pandemic brought a new group of seniors to our door step and usually the first point of entry was the I&A program.

Midland Area Agency is located in Centralia which is in Marion County. We currently have staff trained in SHIP, SHAP, Options Counseling, and are an ADRC No Wrong Door, as well as many other programs. We have hired a full time additional person and trained them in all of these programs. Local agencies currently are referring their clients to our agency. The demand for Information and Assistance has continued to increase. The Benefits Access program continues to grow, the growing Caregiver Program, the development of the No Wrong Door Approach, and the expansion of MCO in our area is increasing our information and referrals from many Aging and Disability agencies. Midland Area Agency is already on the front line of all of these programs. The addition of Title III B Information and Assistance has been streamlined effectively into our agency for Marion County has proven to be the most cost effective answer.

Title III E Information and Assistance/Website

With the advent of the National Family Caregiver Support Program authorized by the Older Americans Act in November of 2000 and the development of the Aging and Disability Resource Network beginning in 2012 to the present, the service requirements related to Information and Assistance have been expanded to include caregivers of older adults, grandparents raising grandchildren, and persons with disabilities. The service is to provide individuals with current information and services within their communities, including information related to assistive technology. Linkages of individuals to the opportunities and services that are available. Included in service standards is the requirement to maintain accurate, up-to-date information on resources available with maximizing the accessibility of other needed services, and a data collection system be developed to meet client and service needs as a resource for meeting community needs.

Midland Area Agency has a Program Coordinator and an Administrative Assistant who share in the duties of providing the Direct Service for Caregivers and Grandparents Raising Grandchildren. These services are tracked separately from the Title III B information and Assistance program. Midland was actually providing these services prior to have to absorb the Title III B program.

In addition, the Area Agency actively assists in providing Information and Assistance service through our website for our entire PSA. During the last three year Area Plan cycle, the Area Agency expanded, updated, and maintained our website with resources available within the area. It is accessible on the Internet by anyone wanting to access information and is comfortable utilizing a computer. There are also hyperlinks to other websites with pertinent valuable information. This is especially important to our long distance caregivers.

The Area Agency will continue its endeavors to collect current information on all resources available with the PSA and maintain the data base for counties for service providers and the general public. During the last planning cycle the Area Agency updated the system to make it more user friendly. There has been many changes and improvements since this design was implemented in 2000.

The Area Agency has proven we have consistently provided information and assistance to any who calls our office or walks in. The calls continue to increase as

the Area Agency's number has been placed on various state publications which are mailed to older adults, caregivers, grandparents raising grandchildren and persons with disabilities.

In addition, the Area Agency in partnership with I4A and Illinois Aging Services works on maintaining and updating the state wide data base housed in Agingls. The Area Agency also works with the local Information and Assistance offices assisting each office as needed utilizing both the Area Agency and the data base. The Area Agency web site is a resource for new T Care system which is being implemented in our Area.

The Area Agency is a Nation wide, well known name and is what is accessed when people not familiar with specific aging programs are looking for help. We then either assist them ourselves or direct them to the local resource they need. By access to the data base, the Area Agency is able to look up all information available for the entire PSA and provide direct information and assistance to customers when they call. Again, this is especially important to the long distance caregiver who is looking for a place to start. It streamlines services and provides quality customer service. Currently the Area Agency data base is more extensive than any other resource the aging network has developed in this PSA. By locating all information into one system, identifying and adding additional resources from all various professions, disciplines, educational institutions, health care sources, etc., the integrity of the data will be maintained and access to the data expanded. The Area Agency web site also allow for direct email to us for questions and requests. We have found that many caregivers and grandparents raising grandchildren are much more inclined to utilize the computer to find resources for their loved ones so it is imperative we have this service available to them for their use. The local Caregiver resources are easily accessed including but not limited to T-Care Screening, Trualta, Support Group Times, Caregiver Advisor information, and Caregiver Resource Guides.

There are other service providers that are funded by the Area Agency. One service provider is funded for general Information and Assistance and one is provided for general Information and Assistance and Caregiver Information and

Assistance. Our Website encompasses all of our PSA and is more comprehensive than each individual provider.

III B Education

A recent study by researchers from the AARP Public Policy Institute, Stanford University, and Harvard finds that Medicare spends an estimated \$6.7 billion more each year on seniors who have little social contact with others. About 14% of study participants were identified as socially isolated, which meant they had little contact with adult children, other relatives, or friends. The study found that Medicare spent about \$1,600-a-year more on older adults who are socially isolated than those who are not. They were one-third more likely to require care in a skilled nursing facility, perhaps because they could not be safely discharged home after a hospitalization.

Risk Factors associated with social isolation are:

- Living alone
- Mobility or sensory impairment
- Major life transitions
- Socioeconomic status
- Being a caregiver for someone with severe impairment
- Psychological or cognitive vulnerabilities
- Location: rural, unsafe, or inaccessible neighborhood/community
- Inadequate social support
- Language barrier

Education is the key to reducing the amount of Social Isolation not only in PSA 09 but throughout the state. MAAA plans to accomplish this by utilizing the state-wide brochures through County Conversations throughout the PSA. The targeted audience will include:

- Faith Based Communities

- Law Enforcement Agencies
- Home Health Agencies
- Local Health Departments
- Emergency Management Systems
- Hospitals
- Caregivers
- Seniors

Each of these entities has direct contact with seniors who may be socially isolated. If we can train them to identify and refer these people to our Network we will be able to reduce the Isolation.

In addition, during the pandemic, MAAA designed Social Isolation bags to be distributed throughout the 5 county region. In the bags are mind builder activities and well as education materials about all of the resources our area. In FY 2024 the bags contained

- Work search Crossword puzzle book
- Magnified Glass
- Social Isolation brochure
- Midland brochure
- SMP magnet/brochure
- Friendship Card
- Pen
- Open enrollment information
- SHIP Information
- Crank Flash Light
- Water Bottle
- Chip Clip Magnet
- IDOA Fact Sheet—Program and Services
- Dementia Friendly Information

LQTBQ+ Information

- Paper Packet containing information about:
 - Information And Assistance Offices
 - CCU offices
 - APS Fact Sheet
 - Engaged Illinois brochure
 - Ombudsman Sheet
 - “Turning 65” Information Sheet
 - Covid 19 Tip Sheet
 - Covid 19 Vaccine Information Sheet
 - Nutrition Brochure
 - Exercise Sheets
 - Virtual Classes
 - UCLA Loneliness Scale
 - Nutritional Risk Information
 - TRIAD Information
 - Reducing Mental Health Stigma
 - Dementia Friendly Communities

Midland Area Agency has received so much great feedback from these bags. It is a low technology and cost effect way to reach many seniors in our PSA. The Fiscal Year 2025 bags will contain similar items.

In addition to reducing Social Isolation this also is a great avenue to increase the visibility of our entire aging network. The funding for this is small so the most effective way to accomplish the goal is to provide this education to the entire PSA is through the Area Agency.

IX. Chart of Funded Services

FY 25 Projected Service Funding Levels Based on the Illinois Department on Aging Allocation Letter 25AP1, Person Served and Units Based on Fiscal Year 2023 levels participation

Service	Funding Level Includes both State and Federal Funding	Projected Persons Served	Projected Units	Area Served
Title IIIB				
Respite	\$14,045	20	320	All Five Counties
Transportation	\$54,612	350	19,000	Clay, Effingham, Fayette, Jefferson Counties
Friendly Visiting (Social Isolation)	\$9,000	40	2,000	Clay, Effingham Fayette Counties
Ombudsman	\$85,710			All 5 Counties
Legal	\$70,331	200	600	All 5 Counties
Options Counseling	\$24,092	30	200	All 5 Counties
Information and Assistance	\$180,481	10,000	25,000	All 5 Counties
Title III C				
Congregate Meals	\$406,960	700	30,000	All 5 Counties
Home Delivered Meals	\$1,237,713	1800	178,000	All 5 Counties

Title III D				
Strong For Life	\$1,388	50	1000	Clay, Effingham, Fayette Counties
Aging Mastery	\$1,788	25	250	Clay, Effingham, Fayette Counties
Bingosize	\$4,000	16	22	Clay, Effingham, Fayette, Jefferson Counties
Title III E				
Respite	\$22,587	140	40,000	All 5 Counties
Counseling	\$16,625	300	800	All 5 Counties
Support Group GRG	\$6,714	60	180	All 5 Counties
Support Group Caregiver	\$8340	20	60	All 5 Counties
Training and Education	\$28,290	350	1400	All 5 Counties
Information and Assistance	\$24,02560	1200	2200	All 5 Counties
GRG Respite Campership	\$7,373	60	40,000	All 5 Counties
Title III ADRD GAP Filling	\$19,600	40	40	All 5 Counties
Caregiver Case Management	\$14,200	75	75	All 5 Counties
Caregiver Outreach	\$14,200	50	50	All 5 Counties
Caregiver Respite	\$15,000	140	534	All 5 Counties

Caregiver GAP Filling	\$34,966	30	30	All 5 Counties
Caregiver Trualta	\$23,418	50	50	All 5 Counties

Midland AAA Direct Services

Service	Funding Level	Projected Persons Served	Projected Units	Area Served
Title III B				
Information and Assistance Marion County	\$48,551	1300	4000	Marion County
Social Isolation Education	\$9,600	1000	1000	All 5 counties
Options Counseling	\$9,56	5	20	All 5 Counties
Title III E				
Caregiver Website	\$19,035			All 5 Counties