

Annual Report

MICHIGAN OFFICE OF SERVICES TO THE AGING | FISCAL YEAR 2013



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Program data presented in this report is preliminary, compiled through December 2013. Final data will be submitted to the federal Administration on Aging by February 2014, and federal certification is expected in March 2014.

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Annual Report

Michigan Office of Services to the Aging

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STATE OF MICHIGAN
OFFICE OF SERVICES TO THE AGING
LANSING

RICK SNYDER
GOVERNOR

KARI SEDERBURG
DIRECTOR

January 2014

Dear Governor Snyder, Elected Officials, and Friends of the Aging Network:

Last year marked the 40th year of the Michigan Office of Services to the Aging (OSA) being of service to Michigan's older adults. And how far we've come!

With passage of the federal Older Americans Act in 1965, the country was just beginning to formally recognize the unique needs of older people in our society. Today, Michigan has a robust system of community-based supports and services aimed at keeping older adults healthy, independent, and remaining at home and in their community as they age.

There has been much to celebrate over the past four decades, but Michigan will face many challenges now and in the future to ensure Michigan remains a great place to grow older – particularly as our population ages. By 2030 one in four Michigan residents will be 60 years of age or older.

As OSA worked this year to develop its new state plan on aging, it was clear the state needed an innovative and forward-thinking plan to ensure OSA and Michigan's aging network could continue to meet the needs of older adults in the state. This new plan was finalized in the summer, and we are excited to implement a new programming framework that will create greater efficiencies and provide even higher quality supports and services to older adults in Michigan.

While we continue to look forward, OSA remains committed to three principles that have guided us for more than 40 years:

- Continue to strengthen the capacity of the aging network to meet the unique needs of a growing population through innovation, efficiency, and common sense approaches.
- Be mindful that older adults know best what they want and need – it is our job to protect an individuals' autonomy in all that we do.
- Future success depends on our ability to change with the times – to continually re-examine, rethink, reform, and reshape policies and programs for future generations of older adults.

On behalf of all of us at OSA, we look forward to working in collaboration with many partners that share our mission of helping older adults maintain their quality of life and independence. I also wish to personally extend my appreciation to Governor Rick Snyder, one of our biggest supporters! Governor Snyder firmly believes older adults should retain choice and independence as they age, as apparent through his support for home and community-based service options and his continued advocacy for elder abuse prevention.

I look forward to continuing our success in 2014 and bolstering our commitment to helping older adults in our great state improve their quality of life and maintain their independence.

Sincerely,

A handwritten signature in black ink, appearing to read "Kari Sederburg".

Kari Sederburg, Director



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Evelyn Morford earned the 2013 Medicare/Medicaid Assistance Program Most Volunteer Hours Award. Way to go Evelyn!

PREFACE

This annual report is being presented to Governor Snyder, members of the Michigan Legislature, and the public in accordance with Public Act 180 of 1981. Known as the Older Michiganians Act, this state legislation calls for yearly updates on how the Michigan Office of Services to the Aging (OSA) helps, serves, and advocates for Michigan's older adults and their caregivers.

Activities and accomplishments outlined in this document are based on multi-year state plan goals (below) developed as a condition of federal funding through the Older Americans Act. Note that this particular report cites what has been done in the final year of a three-year planning cycle for fiscal years 2011 through 2013.

State Plan Goals – FY 2011-2013

- Goal I. Work to improve the health and nutrition of older adults
- Goal II. Ensure that older adults have a choice in where they live through increased access to information and services
- Goal III. Promote elder rights, quality of life, and economic security; and protect older adults from abuse, neglect, and exploitation
- Goal IV. Improve the effectiveness, efficiency, and quality of services provided through the Michigan aging network and its partners

About the Michigan Office of Services to the Aging (OSA)

OSA has a unique role within state government, serving as an:

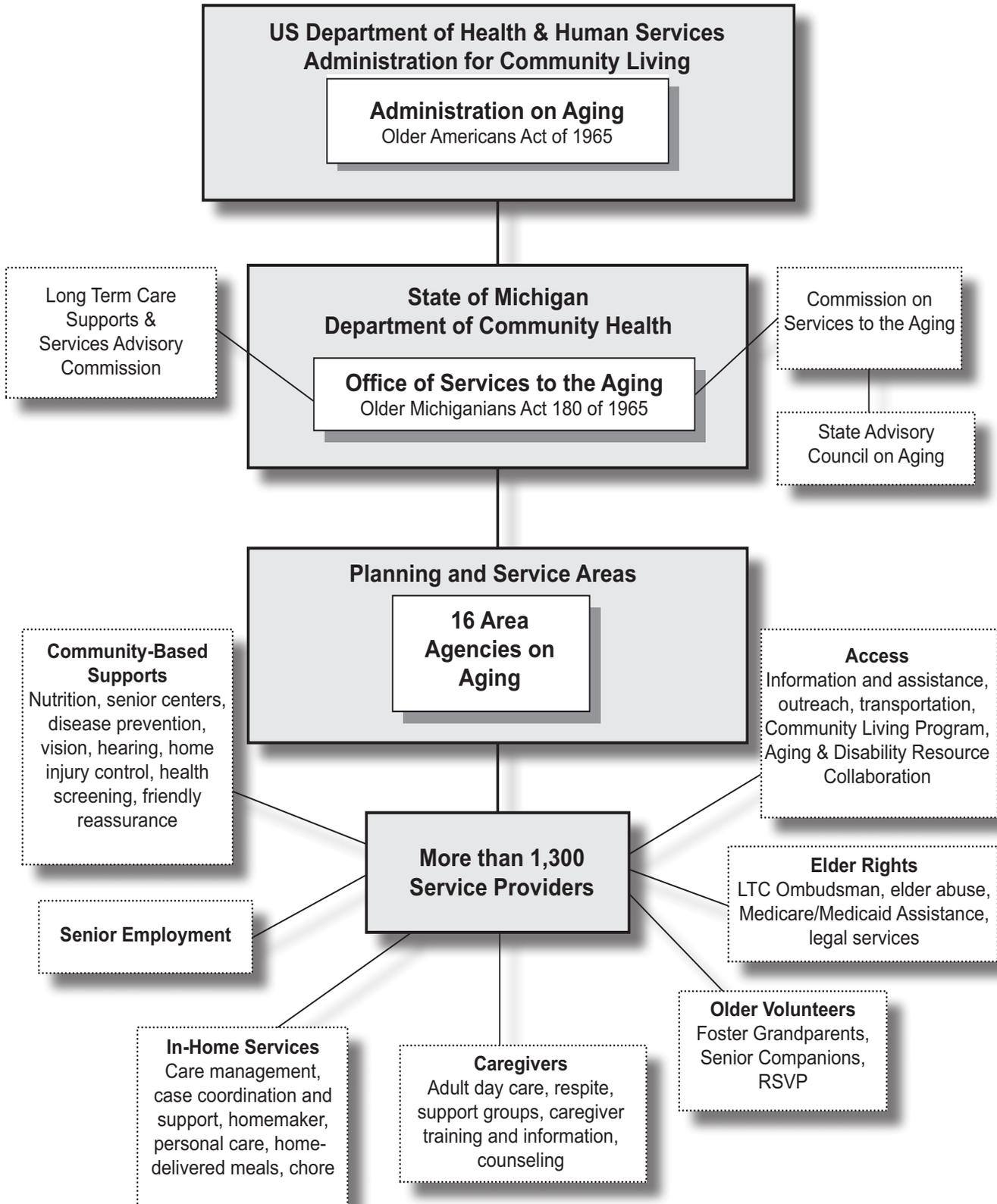
- Informed leader, advocate, and expert on aging
- Information source for older adults and their families, partners, friends, neighbors, and the general public
- Effective steward of federal and state taxpayer dollars
- Agent that works to improve the effectiveness, efficiency, and quality of services and supports provided through Michigan's aging network and its partners

While OSA provides leadership on aging programs and policies at the state level, serving Michigan's older adult population is a collaborative process. Working in partnership with Michigan's 16 area agencies on aging and more than 1,300 local service providers, a wide variety of programs are available for older adults - especially those facing the challenge of maintaining their independence as they age. This partnership, called the aging network, is built on the premise that older adults are valued members of society who should be treated with dignity and respect, and who should have opportunities to continue to grow, thrive, and contribute to their communities throughout their lives.

In fiscal year 2013, OSA managed \$96.6 million in federal and state (non-Medicaid) funding for community-based programs that older adults in every corner of the state have come to rely on. Among the programs available are meals and nutrition education, evidence-based disease prevention, legal services, care management, in-home services, elder rights and safety initiatives, employment, senior volunteerism, and services for caregivers, to name just a few.

THE AGING NETWORK

A Federal, State and Local Partnership



MEET MICHIGAN'S OLDER ADULTS*

- Michigan has 1,930,341 people age 60 or older – 19.5% of the total state population.
- The 85 or older age group grew an astounding 35% from 2000 to 2010 and now represents nearly 10% of individuals over age 60. There are 182,322 persons between ages 85 and 95, and 1,729 who are centenarians.
- The majority of the older adult population is female - 1,067,897 or 55.3% and 862,444 or 44.7% are males.
- Thirty-five percent (35%) of all households in the State of Michigan contain someone age 60 and over living in them.
- There are 306,607 Michigan veterans age 65 or older.
- Thirteen percent (13%) of the 60 and older population identifies as something other than of white European ancestry. African Americans represent the largest of such groups at 10%; Hispanics represent 1.2 %; American Indians and Alaska Natives comprise .3%; and .8% identifies as being two or more races.
- For the 65 or older age group, 77% graduated from high school; 39% have a high school diploma; 18% have had some college; and 21% have a college degree (associates through a graduate or professional degree).
- Fifty eight percent (58%) of people age 65 or older live with a spouse; 29% live alone; 7% live with relatives; 3% live with non-relatives; and 3% live in group quarters.
- Twenty-one percent (21%) of people age 60 and over volunteer in their community, averaging 148 hours per person each year.
- Approximately 180,000 Michigan residents age 65 or older have Alzheimer's Disease.
- More than 70,000 grandparents are responsible for caring for their own grandchildren under the age of 18.
- It is estimated that 90,000 older adults in Michigan are victims of elder abuse, neglect, or exploitation every year.

**Most data is presented for the 60 years or older age group from the 2010 U.S. Bureau of the Census. Where noted, information was only available for those age 65 years or older.*

ACTIVITIES AND ACCOMPLISHMENTS

State Plan Goal #1 – Health and Nutrition

Work to Improve the Health and Nutrition of Older Adults

EVIDENCE-BASED DISEASE PREVENTION PROGRAMS

Based on the premise that it's never too late to adopt a healthy lifestyle, evidence-based disease prevention programs (EBDP) are available to help older adults embrace fun and interesting ways to reduce their risk of disease, injury, and disability.

“Evidence-based” programs – referring to those that have been scientifically researched and tested with proven results – offer the benefits of self-efficacy and decreased health service utilization, and enable participants to adopt healthy self-management behaviors. The program works best when participants are informed, motivated, and involved as partners in their own care.

In fiscal year 2013, OSA received a new grant from the Administration on Aging in fiscal year 2013 called “Empowering Older Adults and Adults with Disabilities through Chronic Disease Self-Management Education.” In the first of this three-year grant period, self-management programs for chronic pain, diabetes, and chronic disease were expanded to include adults with disabilities, older adults in medically underserved areas, tribal populations, people with low-incomes, and minority populations. OSA contracted with four area agencies on aging on this newly-expanded program.

One goal of this grant is to help create a sustainable infrastructure for the programs that includes universal online workshop enrollment and a fidelity monitoring system. Michigan is the only state currently training medical students as EBDP leaders and fidelity monitors to further study the positive health impact these programs have on participants.

Program Details

- 318 workshops on chronic disease self-management were held.
- A total of 1,847 people participated and of those, 1,318 people completed at least four of six sessions – a completion rate of 75%.
- 1,700 people participated in 80 “Matter of Balance” workshops.

NUTRITION

(1) Elderly Nutrition Program

Because adequate nutrition is critical to health, functioning, and quality of life, it has always been an important core component of home and community-based services for older adults. The Elderly Nutrition Program provides meals and other nutrition services in a variety of group settings, such as senior centers, faith-based settings, and schools, as well as in the homes of homebound older adults.

In addition to nutritious meals, the program offers opportunities for social interaction, which helps decrease feelings of isolation. The program also provides a vital link to other supportive services available in local communities. While there is no means test for program participation, services are targeted to older adults with the greatest economic and/or social need.

Following a statewide administrative review of management of the nutrition program, standards governing the program were changed to reflect the following:

- Greater flexibility for service providers in following federal and state program guidelines.
- Greater meal variety (i.e. salad bars, food choices).
- Changes in reporting. Providers are now able to report on specific meal nutrients rather than meal patterns. This significant change puts the program in line with other meal service providers (hospitals and long-term care facilities), allowing medical providers to get more accurate data on the types of meals participants are receiving.
- Emphasis on using locally grown/raised foods and more scratch-cooking meal preparation.

Program Details

A total of 10,498,348 meals were served to 109,040 participants in fiscal year 2013.

Home-Delivered Meals

51,187 home-delivered meal participants received 7,886,265 meals.

Participant Profile

- 67% were aged 75+
- 65% were female
- 49% lived alone
- 37% lived in rural areas
- 36% were low-income
- 28% were minority by race and/or ethnicity

Congregate Meals

57,853 congregate meal participants received 2,612,083 meals.

Participant Profile

- 52% were aged 75+
- 64% were female
- 35% lived alone
- 58% lived in rural areas
- 28% were low-income
- 12% were minority by race and/or ethnicity



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(2) Senior Project FRESH/Market FRESH

This program was, once again, made available to older adults in summer 2013. This innovative, seasonal nutrition program provides qualified older people with coupons used as cash to purchase fresh, locally grown produce from authorized Michigan farmers' markets and roadside stands. People age 60 years and older with a total household income of \$20,665 or less for an individual, or \$27,991 for a couple were eligible to apply, as well as those receiving SNAP benefits, commodities, or other federal food assistance.

Program Details

- 15,000 older people were served in 81 Michigan counties.
- 203,850 coupons were distributed to individuals age 60 or older and at 185% of the poverty level.
- 435 markets and roadside stands representing 2,660 farmers participated.
- 25,610 coupons were distributed in 32 Wisewoman Programs throughout Michigan.

PERSONAL CARE ASSISTANT – A TRAINING MODEL

The “Michigan Building Training...Building Quality” demonstration project is a collaboration of OSA, Michigan State University, PHI, and MI Choice Waiver Agents. Its goal is to develop “gold standard” training curricula for personal care assistants who care for people in their homes. What makes this training a unique “one-of-a-kind” program nationally is its focus on person-centered curricula.

Over the three-year project – funded by the federal Department of Health and Human Services, Division of Nursing – 391 people completed the 77-hour, 22 module core training program led by 50 experienced trainers. This comprehensive training program has several components, the first of which is to build/enhance core skill competencies needed to perform personal care work. Additional key program elements include training on prevention of adult and neglect; training on dementia using the Creating Confident Caregivers® program (see State Plan Goal #2); and instruction on a variety of home skills.

While a formal program evaluation has yet to be released (expected in 2014), early indications suggest this program has been influential in helping personal care assistants get employment. Participants have indicated the program has been highly beneficial in job preparation, and employers have reported that learner's skill levels were “noticeably improved” having attended the program. We are eager to see the final evaluation report on this initiative.

SENIOR VOLUNTEERS

Time, energy, commitment, and lessons learned over a lifetime – these are what older adult volunteers offer their communities in so many important ways. In partnership with the Corporation for National and Community Services, OSA oversees three volunteer programs – the Foster Grandparents Program (FGP), the Senior Companion Program (SCP), and the Retired and Senior Volunteers Program (RSVP) – that connect older adults to people, community projects, and organizations in need.

The Foster Grandparents Program helps children who have “exceptional” or “special” needs.

The Senior Companions Program helps other older adults maintain their independence by providing basic, albeit, essential tasks – companionship to frail and/or isolated older adults, help with simple chores, and transportation to medical appointments, for example.

The Retired Senior and Volunteer Program matches the skills, interests, and availability of older adults with community volunteer opportunities that will most benefit from them.

Program Details

- A total of 10,664 older adults participated in Michigan’s three older adult volunteer programs in fiscal year 2013.
- 965 Foster Grandparents served 2,548 children and youth with exceptional and special needs in 899 different settings within 319 non-profit organizations.
- 592 Senior Companions served 2,642 adults with special needs in 943 different settings within 199 organizations.
- 9,107 RSVP volunteers provided service to 1,438 non-profit organizations, equating to 1,047,887 hours of service to local communities.



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SENIOR CITIZENS OF THE YEAR 2013

Each year OSA, the Commission on Services to the Aging, and Consumer's Energy recognize two outstanding older adults for their exemplary volunteer service and leadership.

James White of Grand Rapids and Julia Weaver of Charlotte were honored as 2013 Senior Citizens of the Year at a special ceremony during Older Michiganians Day held at the State Capitol.

James White, nominated by the Area Agency on Aging of Western Michigan, served as a volunteer in West Michigan for more than 40 years. He helped found the Baxter Community Center and Camp Tall Turf, and helped older adults by serving on the Board of Directors of the area agency since 2005. At age 72, Mr. White's attitude of never saying "no" has helped make a difference in the lives of thousands of area residents who have benefited from his exemplary leadership.

Julia Weaver, nominated by Hayes Green Beach Memorial Hospital, was recognized for 59 years of volunteering in her community. At 91, Ms. Weaver logged more than 17,000 hours of service working in the hospital's office and volunteer desk, at the annual Health Fest, and at blood drives. She is one of the largest fundraisers in the community, and has secured thousands of dollars for the American Cancer Society, local Crop Walk, and March of Dimes.



Photo (Left to Right): Senior Citizen of the Year Julia Weaver, Consumers Energy's Whitney Skeans, Senior Citizen of the Year James White, Office of Services to the Aging Director Kari Sederburg and Commission on Services to the Aging Chairman Harold Mast

ACTIVITIES AND ACCOMPLISHMENTS

State Plan Goal #2 – Choice and Access

Ensure that older adults have a choice in where they live through increased access to information and services

AGING & DISABILITY RESOURCE COLLABORATION

In 2009, OSA was awarded federal funding to establish the Michigan's Aging & Disability Resource Collaboration (ADRC) program. Once fully functional in 2014, this program will streamline access to long-term supports and services, and provide information on all aspects of life related to aging or living with a disability.

OSA has been working diligently with aging and disability leaders to bring together these two networks and foster support for this much-needed program. We anticipate reaching our goal of having several local community partnerships to ensure all Michigan residents have access to this important program.

In order for local partnerships to be recognized by the state, they must meet the following criteria to ensure their success:

- Have both an aging and a disability partner as a leader (convener)
- Have the ability to offer information, assessment, and referrals
- Have meaningful stakeholder involvement
- Offer effective options counseling
- Provide a streamlined eligibility process for services
- Provide person-centered transition support
- Maintain a process for quality management and evaluation

While the criteria are established at the federal level, OSA is charged with defining how it will work best for the state. In fiscal year 2013, OSA worked with each partnership to evaluate the criteria and make necessary programmatic changes to ensure success. OSA also provided innovative funding opportunities and pursued state level coordination to aid in local partnership development.

CAREGIVING

(1) Caregiver Support Services

Family caregivers are a mainstay of home and community-based long-term supports and services, providing 80% of assistance to family members and loved ones. Research has found, however, that while caregivers are helping others with such tasks as bathing, banking, shopping, food preparation, and medical care, for instance, they often neglect their own need for self-care. Studies also show that when caregivers are supported in their roles, they are better able to provide care for longer periods of time, feel less stress, and derive more personal satisfaction from this work.

Programs are available through the aging network to help caregivers strike that essential balance between meeting their own personal needs with the needs of those they care for. Some programs, like adult day care and respite care, also promote meaningful activities for the care receiver.

In 2013, 6,825 caregivers were supported by 721,932 hours of adult day care, respite care, counseling services, and supplemental care.

Program Details

Profile of Registered Caregivers

- 70% were female
- 42% were younger than 65 years of age
- 42% resided in rural areas
- 31% of caregivers were daughters or daughters-in-law; 30% of caregivers were spouses
- 30% were low-income
- 24% were minority by race and/or ethnicity

Profile of Caregiving

- 72% provided daily, hands-on care
- 73% had been caregiving for more than one year; 52% for three or more years; 54% lived with the individual(s) that they cared for; 38% traveled up to one hour to provide care
- 45% indicated that there were “no other family members willing or able” to help provide care
- 33% were employed full or part-time
- 29% described their health as “fair” or “poor”
- 14% were kinship caregivers (e.g., caregiving for grandchildren)

(2) Family Caregivers of Persons with Dementia

Creating Confident Caregivers® is a statewide program providing the Savvy Caregiver Program, an evidence-based caregiver support program, to families caring for a person with dementia living at home. The person-centered framework of the program, along with its ability to help caregivers manage their situation, has made this initiative valuable to all levels of Michigan’s aging services.

Program Details

Area agencies on aging and their community partners have provided more than 390 six-week programs to 3,550 caregivers of persons with dementia since the program’s inception in 2009.

- 2,830 of the participants attended 4 or more sessions
- 2,840 of the caregivers (80%) were female
- 1,314 caregivers (37%) were caring for a spouse
- 2,130 (60%) were age 60 or older
- 2,698 (76%) lived in rural areas
- 1,775 (50%) were adult children

Of the 3,550 person with dementia benefiting from the program

- 3,550 persons with dementia benefited from the program
- 1882 (53%) of the persons with dementia were female
- 781 (22%) of the persons with dementia were veterans
- 3337 (94%) of the persons with dementia were age 60 or older

The Commission on Services to the Aging certified 16 trainers as Master Trainers in fiscal year 2013. Master Trainers are regional leaders in the program, recognized for their skills and program expertise.

COMMUNITIES FOR A LIFETIME

If you asked an older relative, neighbor, or friend what community resources and offerings would enhance the quality of their lives as they age, the conversation may likely center on the need for one or more of the following:

- A safe and affordable place to live, as well as the availability of supports and services to remain in their home.
- The ability to get to medical appointments, the grocery store/local farmers market, pharmacy, and church.
- A desire to live in close proximity to family, friends, and “fun,” such as parks and other “green spaces,” book stores, movie theaters, coffee shops, and wellness classes.
- Readily available emergency help, like a hospital and police/fire station.
- Opportunities to take a pleasant walk, jog, bike ride, or to exercise the dog.
- Information on and access to older adult services.
- Places to volunteer.

This is what the “Community for a Lifetime” program is all about. It provides guidance to local communities interested in re-shaping their vision, public policies, and practices to create more desirable and welcoming living environments for people of all ages, including older adults.

The village of Bellaire, the city of Midland and the city of Auburn Hills were designated as “Communities for a Lifetime” in fiscal year 2013 by OSA and the Commission on Services to the Aging. These communities clearly understand the value of retaining and attracting younger persons, families, and older adults by promoting desirable community assets across the entire lifespan.

COMMUNITY-BASED SUPPORT SERVICES

For more than 40 years the federal Older Americans Act (OAA) has governed the vast majority of home and community-based programs available to older adults throughout Michigan. While over time the act has been adapted and refined to reflect societal and demographic changes, its overall purpose continues: to provide home and community-based programs that help older adults maintain their health, independence, and dignity as they age.

Community-based support services comprise one of five “core service” categories that provide the foundation for a wide variety of programs offered in Michigan communities. Core services funded by the OAA are as follows:

- Health, prevention, and wellness programs promote healthy lifestyles through exercise and physical activity, diet and nutrition, regular health screenings, and education on the benefits of including these activities in an older adult’s daily routine.
- Nutrition services provide balanced and nutritious meals at home (often called “Meals on Wheels”) or at a congregate setting, such as a senior center.
- Elder rights services provide a range of programs that help protect the rights of vulnerable and at-risk older individuals, both in the community and in long-term care settings. These programs focus on the physical, mental, emotional, and financial well-being of older adults, and include detection and preventive strategies to safeguard older adults against elder abuse, neglect, and exploitation.
- The National Family Caregiver Support Program recognizes the extensive demands placed on family members and informal caregivers who provide primary care for the older adults in their lives – spouses, parents, older relatives, and friends. This program offers caregivers help in fulfilling their caregiving responsibilities so they are better able to strike that essential balance between meeting their own personal needs and the needs of those they care for.
- Community-based support services help older adults maintain their independence at home and in their community. They complement services provided through existing medical and health care systems, help to prevent hospital readmissions, and support some of life’s most basic functions, such as help with bathing, chores, and food preparation.

The following chart summarizes community-based support services provided in fiscal year 2013.

Service Type	Clients	Units
Assistance to the Hearing Impaired	1,725	4,034
Counseling	180	527
Crisis Service Energy Assistance	330	289
Disease Prevention/Health Promotion	16,618	82,116
Elder Abuse Prevention	6,852	6,756
Friendly Reassurance	198	23,693
Health Screening	796	795
Home Injury Control	867	2,600
Home Repair	80	1,460
Information & Assistance	N/A	105,974
Legal Assistance	8,717	35,930
Medication Management	1,239	7,547
Nutrition Education	946	946
Outreach	N/A	99,018
Personal Emergency Response	1,282	6,178
Senior Center Staffing	12,828	44,286
Transportation	6,267	110,423
Vision Services	2,423	3,333
Wellness Center Support	1,510	5,491



Four Pointes' members from Grand Haven, MI giving a thumbs up!

IN-HOME SERVICES

These services assist individuals who have functional, physical, or mental characteristics that limit their ability to care for themselves, and who have insufficient or unavailable informal supports, such as family or friends. Targeting for in-home services is based on social, functional, and economic criteria.

Program Details

In 2013, 19,585 older adults were supported by 748,087 hours/units of care management, case coordination and support, chore, homemaker, home health aide, and personal care.

Profile of Registered In-Home Service Participants

- 69% were 75 years of age or older; and 35% were 85 years of age or older
- 71% were female
- 56% lived alone
- 56% resided in rural areas
- 31% were low-income
- 13% were minority by race and/or ethnicity

OLDER ADULTS AND TECHNOLOGY

At the direction of the Commission on Services to the Aging in 2011, the State Advisory Council on Aging conducted a survey of adults age 50 and older on the types of electronic technology they used. Early analysis of survey findings revealed an inadequate number of surveys were received from urban areas, and in 2012, oversampling of underrepresented areas was completed. More than 2,000 responses were received from across the state. The full survey analysis was completed in 2013, and here is a sampling of major findings:

- 70% percent of respondents owned a computer, with those in the “boomer” age group (born between 1946 and 1964) accounting for 40% of computer ownership with internet connection.
- 45% of respondents were between ages 50 and 69; 31% were between 70 and 79; and 24% were age 80 and older.
- 66% of respondents were female.
- Three activities seem highly related to computer ownership: volunteering, working full time, and working part-time. Respondents reporting these activities, across all ages, were more likely to own a computer.
- Of those who indicated being in retirement, respondents age 70-79 were the largest group to report owning a computer, followed by the 50-69 age group.
- Those in the 80+ age group were the least likely to own or use a computer and other electronic devices.

ACTIVITIES AND ACCOMPLISHMENTS

State Plan Goal #3 – Elder Rights and Economic Security *Promote elder rights, quality of life, and economic security; and protect older adults from abuse, neglect, and exploitation*

LEGAL ASSISTANCE

This is a priority service in the Older Americans Act, designed to ensure that older adults have access to needed services and the ability to address barriers to living in the least restrictive setting of their choosing. Legal assistance includes advice and counsel, direct representation, and legal education services.

Program Details

- The legal network provided more than 45,000 hours of service to 13,340 individuals.
- More than 9,000 individuals participated in the legal network's 211 community presentations on topics such as bankruptcy, wills, powers of attorney, elder abuse, services available to older adults, and guardianship.
- 3,980 individuals were served through the Legal Hotline for Michigan Seniors, Michigan's free legal advice and referral program for older adults and their caregivers.
- The Legal Hotline connected 924 individuals with the Michigan Benefits Enrollment and Outreach Center, and 386 individuals with the Pension Rights Project.

MICHIGAN MEDICARE/MEDICAID ASSISTANCE PROGRAM (MMAP)

When older adults and individuals with disabilities under age 65 want help navigating the maze of health benefits available to meet their needs, the Michigan Medicare/Medicaid Assistance Program (MMAP) is a valuable resource. This statewide program offers free, objective, and confidential health benefits counseling and information to assist Medicare and Medicaid beneficiaries make informed decisions suited to their individual circumstances.

Program Details

- 2,471 of individuals enrolled in the Medicare Part D low-income subsidy program for a total consumer savings of \$9,884,000.
- Medicare Savings Program enrollments saved 3,638 individuals \$4,729,400.
- 63,080 individuals received direct MMAP counseling services.
- MMAP team members provided 67,433 counseling hours.
- 16,354 younger Medicare beneficiaries (under age 65) received service.
- 199 new volunteers joined the MMAP team, bringing the total number of volunteers to 707.

It is important to note that MMAP received national recognition from the federal Centers for Medicare & Medicaid Services for setting a new all-time state record for client contacts, surpassing the number served the year Medicare Part D began.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) is a community service and work-based training program for older workers who have limited financial resources, are unemployed, and have poor employment prospects.

This training program is intended to serve as a bridge to unsubsidized employment opportunities. Each year the program strives to place a percentage of program participants into unsubsidized employment, with the ultimate goal of increasing their earnings.

Program Details

- 417 older workers participated in the program
- 75% of participants were female
- 11% were veterans
- 57% were age 60 or older
- 59% were Caucasian, 40% Black, 2% Hispanic, 2% American Indian
- 12% had a disability
- 81% had family income at or below the poverty level; 63% were receiving public assistance; 20% had low literacy skills; 81% had low employment prospects
- 32% successfully obtained unsubsidized employment
- On average, participants had \$8,162 in earnings after transitioning to unsubsidized employment



Lorraine Anderson, a senior nutrition cook for the Jackson County Department on Aging, helps her staff prepare an average of 925 Meals on Wheels a day, and around 175 congregate meals per day.

LONG-TERM CARE OMBUDSMAN

This program provides advocacy and information to individuals in need of long-term supports and services, particularly those living in nursing homes, homes for the aged, and adult foster care homes. The State Ombudsman's office also provides training, oversight, and management of the local Ombudsman programs statewide.

Program Details

Long-term care consultations were held with 2,666 individuals and 911 facility staff.

- 191 community education sessions were held.
- 96% of complaints were made against nursing facilities; 4% were made against adult foster care homes or homes for the aged.
- 1,732 complaint cases involving 3,566 complaint issues were completed and closed.

Top 5 Complainants:

- 619 (35%) self-reported by residents
- 475 (27%) initiated by Ombudsman
- 391 (22%) reported by friends/relatives
- 99 (6%) anonymously reported
- 98 (5%) reported by facility staff

Top 10 Complaint issues:

- Lack of dignity/staff treatment of residents (385)
- Failure to respond to requests for help (265)
- Involuntary discharge/eviction from a facility (210)
- Requests for less restrictive settings (194)
- Food service – quantity, quality, variety (146)
- Medication administration/mistakes (141)
- Inadequate care plans (115)
- Guardianship, conservatorship, powers of attorney, wills (107)
- Symptoms, including pain, not managed (101)
- Civil rights, choice, preference, including right to smoke (86)

ACTIVITIES AND ACCOMPLISHMENTS

State Plan Goal #4 – Administration, Efficiency, and Quality *Improve the effectiveness, efficiency, and quality of services provided through the Michigan aging network and its partners*

AREA AGENCY ON AGING OVERSIGHT

OSA provided financial and program oversight of all 16 area agencies on aging (AAA) in these ways:

- AAA service plans were thoroughly reviewed, then submitted to the Commission on Services to the Aging for approval.
- Formal area plan performance assessments were conducted.
- Financial, program, and audit reports were reviewed.
- On-site monitoring of area agency on aging governance and program/financial operations was conducted.
- Technical assistance was provided.

COMMUNICATIONS

OSA works every day to ensure older adults in the state are aware of the quality supports and services that are available to them through Michigan's aging network.

Each year OSA develops and implements a comprehensive communications and outreach strategy. This strategy is aimed at raising the awareness of what Michigan's aging network can do for older adults and what supports and services are available in communities throughout the state.

This year, in an effort to help older adults have better access to much-needed programs and services, OSA focused on streamlining internal and external communications to provide better customer service.

OSA developed and launched a new website, Facebook page, and quarterly electronic newsletter. Internally, OSA developed new communications protocols, developed new partnerships with other state agencies that serve older adults, and updated its phone system.

OSA looks forward to continuing to build on the great communications work done this past year with even more plans to improve customer service in 2014.

PUBLIC INPUT

The views, opinions, and experiences of older adults and caregivers are always important in shaping current and future plans for aging services in Michigan.

In this spirit, the following activities took place in fiscal year 2013:

- OSA and the Commission on Services to the Aging hosted six public hearings across the state to hear, first hand, from older adults, family members, service providers, public officials, and others about issues important to them. These hearings – held in Midland, Lansing (2), Muskegon, Sault Ste. Marie, and Detroit – were important in shaping a new state plan on aging for fiscal years 2014-2016.
- A State Advisory Council, comprised primarily of older adults, continued as an ongoing source of information and input on aging issues in Michigan. The Council meets quarterly each year to address issues important to the Commission.
- OSA actively participated in Older Michigianians Day, an annual advocacy event for more than 800 older adults in Lansing. This is a time for state public officials to hear what's on the minds and hearts of older adults from every corner of the state. The Honorable Governor Rick Snyder was the featured speaker at the 2013 event held at the State Capitol.

TECHNOLOGY

Streamlined Financial and Program Reporting

OSA continued to streamline its web-based online financial and program reporting systems for aging network grantees. For example, in 2013 a number of enhancements were made to the Financial Information Reporting Systems Technology (FIRST) system to continue to make FIRST a “one-stop shop” for OSA grantees to report expenditures and to request and receive grant funding.

OSA also enhanced the AAA area plan software, Annual Multi-Year Plan System (AMPS), to support FY 2014-16 AAA service plans. The web-based AMPS software was the first of its kind for aging network planning purposes.

Michigan Office of Services to the Aging 2013 Budget Appropriation

Line Item	Appropriation
OSA Administration	6,724,100
Community Services	36,414,400
Nutrition Services	35,430,200
Retired and Senior Volunteer Program	627,300
Foster Grandparent Program	2,233,600
Senior Companion Program	1,604,400
Employment Assistance	3,500,000
Respite Care	10,058,700
Appropriation Total	\$96,592,700
Total Federal Revenues	57,029,700
Title III – Older Americans Act	42,297,600
Title VII –Older Americans Act	672,400
Nutrition Services Incentive Program – DHHS	6,758,800
USDA - DOA	332,000
Calhoun EAP - DOJ	200,000
Title V – DoL	3,660,300
Title XIX – Medicaid	3,108,600
Total State Restricted Revenues:	10,058,700
Abandoned Property Funds (Respite)	5,590,000
Merit Award Funds	4,468,700
Miscellaneous Private Revenues	677,500
General Fund/General Purpose	28,826,800
Revenue Total	96,592,700

MICHIGAN OFFICE OF SERVICES TO THE AGING

Kari Sederburg, Director

Rhonda Powell, Deputy Director

Cindy Albrecht

Jane Alexander

Shirley Bentsen

Eric Berke

Steve Betterly

Emma Buycks

Priscilla Cheever

Amy Colletti

Dan Doezema

Carol Dye

Diana Evans

Annette Gamez

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Phil Lewis

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Laura McMurtry

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Tari Muniz

Rebecca Payne

Terri Simon

Sarah Slocum*

Carol Stangel

Sally Steiner

Lauren Swanson

Julia Thomas

Drew Walker

Scott Wamsley*

*Indicates Division Director

Departures: Bonnie Graham, Lynne McCollum,
Tricia Moore

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John Zimmerman
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2010 Older Adult Population by Michigan County

	50-54 Years	55-59 Years	60-64 Years	65-69 Years	70-74 Years	75-79 Years	80-84 Years	85 Years and Over	Total 50 and Over	Total 60 and Over	Total Population	50+ as % of Total	60+ as % of Total
Michigan	765,452	683,186	568,811	418,625	306,084	244,085	200,855	191,881	3,378,979	1,930,341	9,883,640	34.2%	19.5%
Alcona	924	973	1,092	1,130	925	634	422	330	6,430	4,533	10,942	58.8%	41.4%
Alger	849	850	730	602	488	341	286	258	4,404	2,705	9,601	45.9%	28.2%
Allegan	9,053	7,803	6,355	4,797	3,343	2,509	1,940	1,849	37,649	20,793	111,408	33.8%	18.7%
Alpena	2,674	2,313	1,982	1,613	1,365	1,137	840	810	12,734	7,747	29,598	43.0%	26.2%
Antrim	1,931	1,934	1,823	1,729	1,325	922	703	537	10,904	7,039	23,580	46.2%	29.9%
Arenac	1,405	1,241	1,195	1,030	862	598	381	356	7,068	4,422	15,899	44.5%	27.8%
Baraga	670	704	587	491	388	250	168	234	3,492	2,118	8,860	39.4%	23.9%
Barry	4,933	4,392	3,803	2,867	2,130	1,492	1,148	974	21,739	12,414	59,173	36.7%	21.0%
Bay	8,787	8,040	6,902	5,201	3,968	3,019	2,588	2,731	41,236	24,409	107,771	38.3%	22.6%
Benzie	1,411	1,309	1,320	1,142	907	636	489	443	7,657	4,937	17,525	43.7%	28.2%
Berrien	12,138	11,205	9,682	7,623	5,737	4,603	3,829	3,757	58,574	35,231	156,813	37.4%	22.5%
Branch	3,578	3,137	2,628	2,092	1,696	1,226	840	805	16,002	9,287	45,248	35.4%	20.5%
Calhoun	10,207	9,568	8,040	5,847	4,518	3,716	3,082	2,946	47,924	28,149	136,146	35.2%	20.7%
Cass	4,235	4,027	3,766	2,908	1,974	1,418	1,143	912	20,383	12,121	52,293	39.0%	23.2%
Charlevoix	2,257	2,067	1,944	1,587	1,122	862	637	625	11,101	6,777	25,949	42.8%	26.1%
Cheboygan	2,168	2,147	2,043	1,834	1,406	994	749	638	11,979	7,664	26,152	45.8%	29.3%
Chippewa	2,924	2,579	2,247	1,720	1,386	1,049	790	682	13,377	7,874	38,520	34.7%	20.4%
Clare	2,453	2,421	2,282	2,054	1,625	1,087	785	616	13,323	8,449	30,926	43.1%	27.3%
Clinton	5,836	5,171	4,271	3,208	2,298	1,700	1,245	1,254	24,983	13,976	75,382	33.1%	18.5%
Crawford	1,296	1,130	1,093	1,001	755	565	328	279	6,447	4,021	14,074	45.8%	28.6%
Delta	3,150	3,142	2,689	1,971	1,630	1,338	1,147	1,012	16,079	9,787	37,069	43.4%	26.4%
Dickinson	2,392	2,071	1,707	1,329	1,035	924	824	855	11,137	6,674	26,168	42.6%	25.5%
Eaton	8,886	7,977	6,884	4,982	3,419	2,609	2,134	1,964	38,855	21,992	107,759	36.1%	20.4%
Emmet	2,705	2,685	2,265	1,602	1,277	936	806	816	13,092	7,702	32,694	40.0%	23.6%
Genesee	33,357	28,434	24,242	17,523	13,415	11,289	8,503	7,459	144,222	82,431	425,790	33.9%	19.4%

Gladwin	1,982	2,054	2,105	1,914	1,580	1,063	724	572	11,994	7,958	25,692	46.7%	31.0%
Gogebic	1,333	1,343	1,231	961	768	623	561	601	7,421	4,745	16,427	45.2%	28.9%
Grand Traverse	7,275	6,678	5,528	3,942	2,832	2,316	1,895	2,043	32,509	18,556	86,986	37.4%	21.3%
Gratiot	3,051	2,712	2,261	1,825	1,384	1,138	891	1,033	14,295	8,532	42,476	33.7%	20.1%
Hillsdale	3,690	3,408	2,911	2,361	1,796	1,344	883	960	17,353	10,255	46,688	37.2%	22.0%
Houghton	2,241	2,257	1,977	1,619	1,273	944	768	872	11,951	7,453	36,628	32.6%	20.3%
Huron	2,746	2,691	2,327	2,009	1,685	1,343	1,090	1,071	14,962	9,525	33,118	45.2%	28.8%
Ingham	18,440	17,462	14,027	9,398	6,202	5,171	4,301	4,341	79,342	43,440	280,895	28.2%	15.5%
Ionia	4,855	4,160	3,289	2,404	1,728	1,334	997	790	19,557	10,542	63,905	30.6%	16.5%
Iosco	2,160	2,185	2,249	2,103	1,660	1,311	944	737	13,349	9,004	25,887	51.6%	34.8%
Iron	1,062	1,112	984	827	624	546	522	589	6,266	4,092	11,817	53.0%	34.6%
Isabella	3,884	3,612	2,845	2,079	1,625	1,192	968	963	17,168	9,672	70,311	24.4%	13.8%
Jackson	12,547	11,325	9,321	6,943	4,979	4,120	3,333	3,304	55,872	32,000	160,248	34.9%	20.0%
Kalamazoo	17,261	15,908	12,724	9,181	6,752	5,525	4,527	4,795	76,673	43,504	250,331	30.6%	17.4%
Kalkaska	1,435	1,335	1,173	1,007	728	518	347	237	6,780	4,010	17,453	39.5%	23.4%
Kent	43,454	37,246	28,495	19,702	14,376	12,072	10,290	10,664	175,999	95,599	602,622	29.2%	15.9%
Keweenaw	186	194	236	191	137	106	48	36	1,134	754	2,156	52.6%	35.0%
Lake	975	1,049	1,038	952	744	492	328	220	5,798	3,774	11,539	50.2%	32.7%
Lapeer	7,873	6,698	5,438	4,226	2,853	2,022	1,421	1,257	31,788	17,217	88,319	36.0%	19.5%
Leelanau	1,817	2,146	1,892	1,542	1,188	932	715	705	10,937	6,974	21,708	50.4%	32.1%
Lenawee	7,773	7,189	6,267	4,605	3,242	2,592	2,175	1,966	35,809	20,847	99,892	35.8%	20.9%
Livingston	15,922	13,565	10,754	7,950	5,066	3,488	2,649	2,491	61,885	32,398	180,967	34.2%	17.9%
Luce	571	490	414	343	338	197	154	153	2,660	1,599	6,631	40.1%	24.1%
Mackinac	950	1,054	887	793	629	460	313	292	5,378	3,374	11,113	48.4%	30.4%
Macomb	66,340	56,646	47,329	34,961	26,131	21,844	18,959	18,285	290,495	167,509	840,978	34.5%	19.9%
Manistee	2,047	2,152	1,930	1,607	1,204	917	752	628	11,237	7,038	24,733	45.4%	28.5%
Marquette	5,194	5,333	4,256	2,893	2,269	1,759	1,447	1,459	24,610	14,083	67,077	36.7%	21.0%
Mason	2,381	2,330	2,067	1,722	1,381	933	706	747	12,287	7,576	28,705	42.8%	26.4%
Mecosta	2,675	2,695	2,477	2,194	1,649	1,156	884	694	14,424	9,054	42,798	33.7%	21.2%

Menominee	2,129	2,071	1,740	1,291	1,065	826	712	693	10,527	6,327	24,029	43.8%	26.3%
Midland	6,689	5,906	4,585	3,586	2,850	2,275	1,889	1,784	29,564	16,969	83,629	35.4%	20.3%
Missaukee	1,180	1,059	1,028	815	662	477	329	298	5,848	3,609	14,849	39.4%	24.3%
Monroe	12,744	11,237	9,009	6,493	4,678	3,540	3,072	2,609	53,382	29,401	153,021	35.1%	19.3%
Montcalm	4,875	4,284	3,527	2,830	2,269	1,593	1,192	1,058	21,628	12,469	63,342	34.1%	19.7%
Montmorency	848	919	871	830	675	448	387	297	5,275	3,508	9,765	54.0%	35.9%
Muskegon	13,238	12,047	9,633	6,996	5,251	4,225	3,563	3,317	58,270	32,985	172,188	33.8%	19.2%
Newaygo	3,821	3,438	2,991	2,415	1,954	1,345	958	856	17,778	10,519	48,460	36.7%	21.7%
Oakland	99,877	86,571	71,701	50,320	33,783	27,347	23,917	23,757	417,273	239,825	1,202,362	34.7%	19.2%
Oceana	1,973	1,879	1,805	1,472	1,119	810	602	522	10,182	6,330	26,570	38.3%	23.8%
Ogemaw	1,873	1,749	1,657	1,542	1,249	848	622	504	10,044	6,422	21,699	46.3%	29.6%
Ontonagon	616	670	655	584	488	306	206	203	3,728	2,442	6,780	55.0%	36.0%
Osceola	1,901	1,660	1,569	1,258	1,064	758	520	408	9,138	5,577	23,528	38.8%	23.7%
Oscoda	766	726	741	684	505	398	244	203	4,267	2,775	8,640	49.4%	32.1%
Otsego	1,984	1,835	1,616	1,259	1,030	745	601	479	9,549	5,730	24,164	39.5%	23.7%
Ottawa	18,222	16,007	12,871	9,635	6,964	5,383	4,494	4,547	78,123	43,894	263,801	29.6%	16.6%
Presque Isle	1,153	1,274	1,119	1,007	792	676	529	494	7,044	4,617	13,376	52.7%	34.5%
Roscommon	2,078	2,225	2,367	2,212	1,729	1,273	957	678	13,519	9,216	24,449	55.3%	37.7%
Saginaw	15,324	14,139	11,973	9,154	6,877	5,595	4,543	4,432	72,037	42,574	200,169	36.0%	21.3%
St. Clair	13,450	11,916	10,070	7,561	5,333	4,182	3,383	3,212	59,107	33,741	163,040	36.3%	20.7%
St. Joseph	4,483	4,175	3,613	2,806	2,110	1,640	1,289	1,258	21,374	12,716	61,295	34.9%	20.7%
Sanilac	3,550	3,179	2,735	2,285	1,848	1,415	1,063	968	17,043	10,314	43,114	39.5%	23.9%
Schoolcraft	761	758	667	509	435	347	269	242	3,988	2,469	8,485	47.0%	29.1%
Shiawassee	5,613	5,007	4,238	3,224	2,364	1,811	1,344	1,362	24,963	14,343	70,648	35.3%	20.3%
Tuscola	4,526	4,133	3,538	2,932	2,099	1,566	1,092	1,142	21,028	12,369	55,729	37.7%	22.2%
Van Buren	6,238	5,644	4,595	3,515	2,484	1,880	1,410	1,234	27,000	15,118	76,258	35.4%	19.8%
Washtenaw	23,534	21,558	17,707	11,796	7,641	5,902	4,904	4,708	97,750	52,658	344,791	28.4%	15.3%
Wayne	137,378	120,422	98,208	67,867	49,688	42,228	36,601	34,319	586,711	328,911	1,820,584	32.2%	18.1%
Wexford	2,589	2,349	1,978	1,610	1,261	914	764	650	12,115	7,177	32,735	37.0%	21.9%

Data taken from American Fact Finder, 2010 Census Summary File 1, Table PCT12, Topics - People: Age, Geographics - Michigan, All Counties

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