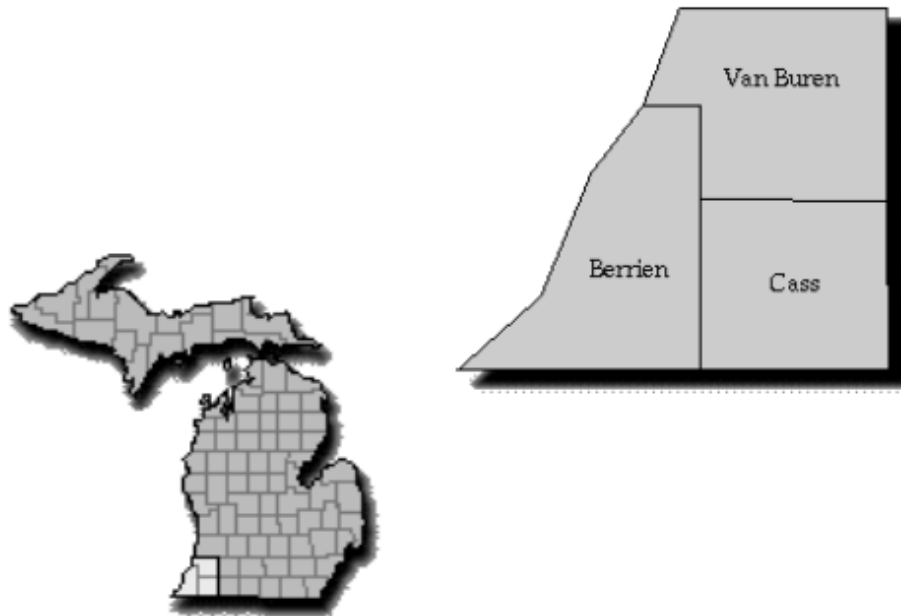


2023 - 2025 Multi-Year Plan
FY2023 ANNUAL IMPLEMENTATION PLAN
REGION IV AREA AGENCY ON AGING
DRAFT SUMMARY



Planning and Service Area
Berrien, Cass, Van Buren

Region IV Area Agency on Aging

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A brief history of the area agency and respective PSA that provides a context for the MYP/AIP. It is appropriate to include the area agency's vision and/or mission statements and a brief description of the PSA. Include information on the service population, agency strengths, challenges, opportunities, and primary focus for the upcoming three-year period.

Region IV Area Agency on Aging (RIV AAA) is a private not for profit organization formed in 1974 for the purpose of planning and developing a coordinated system of services to meet the needs of older adults, caregivers, and persons with disabilities. RIV AAA plays a major role in planning, funding, and delivery of a host of services with a primary focus on individuals with the greatest economic and social needs. Empowerment and independence of the consumer are driving themes behind its efforts.

RIV AAA is designated by the Aging & Adult Services Agency (AASA) to plan, develop, and implement services as guided through the federal Older Americans Act (OAA) of 1965 and its subsequent amendments. The Older Michiganians Act (OMA) was enacted by the State of Michigan in 1981 to build upon the efforts of the aging network through state resources.

RIV AAA is governed by an independent board of directors and guided by an advisory council whose membership is reflective of the region's population. The mission and vision of RIV AAA is "*Offering Choices for Independent Lives*" (mission) so that "*through choice and range of service, every aging adult lives a quality life*" (vision). This is achieved through advocacy, community education, coordinating services, coalition building, business development, and using available resources and funding for supportive services.

The RIV AAA Multi-Year Plan (MYP) for the period of October 1, 2022 through September 2025 has set forth a plan to continue to provide and improve upon a comprehensive coordinated system of services to assist aging adults in maintaining independence in their homes and communities.

The corporation manages an array of grants and contracts for service delivery in southwest Michigan. Its Planning and Services Area (PSA) includes Berrien, Cass, and Van Buren counties. According to 2020 US Census data, approximately 76,426 people over the age of 60 or 27% of the total population of 280,826 reside in this tri-county area. This is an increase from 2015 of 3%, and projections show that the number of adults over age 60 will continue to increase.

Berrien County has the largest population of adults over age 60 with 41,569 or 27%. Berrien County has a 13.4% 60+ minority population with 4.5% speaking a primary language other than English. Among all persons in Berrien over age 60, 39.2% live alone, 3.2% live with grandchildren under the age of 18 for whom they are responsible, and another 1.1% are responsible for grandchildren with whom they do not reside.

14.8% are Veterans and 31.1% report living with a disability. 27.2% of Berrien County seniors are employed and 19.1% live at or below 150% of poverty.

While Berrien County has the largest total population of adults over age 60 in PSA 4, Cass County has the largest percentage with 29% or 15,120. 10.2% of Cass County 60+ adults are minority with the smallest population of the three counties speaking a primary language other than English at 1.8%. Among all persons in Cass over age 60, 33.6% live alone, 4.1% live with grandchildren under the age of 18 for whom they are responsible, and another 2.2% are responsible for grandchildren with whom they do not reside. Veterans comprise 16.1% of Cass 60+ adults and 29.2% report living with a disability. In Cass County, 30% of adults over age 60 are employed and 11.6% live at or below 150% of poverty.

Within Van Buren County, 19,737 persons are over the age of 60 which is 26% of the total population. While the minority population of Van Buren 60+ adults is smaller at 7.9%, it has a slightly larger Hispanic or Latino origin population of 2.8% compared to Berrien's 1.8% and Cass's 1%. In Van Buren, 4% of 60+ residents speak a primary language other than English. In Van Buren, 38% of 60+ adults live alone, 3.5% live with grandchildren over the age of 18 for whom they are responsible and an additional 1.1% report they are responsible for grandchildren with whom they do not reside. 14.1% are Veterans and 29.3% report living with a disability. Finally, 27.4% of Van Buren County seniors are employed and 16.7% live at or below 150% of poverty.

Agency strengths include: the longevity and expertise of its staff; a highly engaged and effective board of directors and advisory council; solid financial position; its reputation in the community as a trusted resource and innovative partner.

Challenges include: software identification for internal staff usage to eliminate using multiple platforms and streamline efforts across the agency; over reliance on MI Choice Waiver; relationship with MI Health link partners; securing sufficient direct care workers; and recruiting and retaining credentialed workforce in a highly competitive environment.

Opportunities include: diversifying funding through health care partnerships and expansion of existing and creation of new Medicare/Medicaid and private pay service lines; launch of a movement to create dementia friendly communities in southwest Michigan to reduce the fear, stigma and isolation associated with a dementia diagnosis; further development of the Campus for Creative Aging to reframe aging; launch of Trualta, a web-based caregiver training platform; and the exploration of the development of a Caregiver Resource Center.

Primary focus areas: direct care workforce development; community engagement to create dementia friendly communities; expanded partnerships with health care entities and community-based organizations to integrate social and medical care creating a seamless community of care for older adults; the advancement of health equity for aging minority adults through a policy focused community-action approach; and

continued support for and coordination with the Benton Harbor community in addressing the needs of older residents for safe, drinkable water while lead lines are replaced.

A description of planned special projects and partnerships.

The Remember Project: As a part of its strategy to create dementia friendly communities, RIV AAA launched the Remember Project, an arts and public health partnership aimed at reducing the fear, stigma, and isolation associated with a dementia diagnosis. In partnership with Minnesota-based Trellis, and the local arts community, AAA will host virtual and in-person one-act plays followed by facilitated community talk-back sessions to build community awareness, understanding and momentum for creating a local Remember Project production group to sustain the effort long-term.

Dementia Minds: In partnership with the National Council of Dementia Minds, RIV AAA is one of five host sites to establish a local Dementia Minds group. Project aim is to create opportunities for dialogue and education for persons living with dementia, licensed health care professionals, researchers, families, care partners, policymakers, and community members at large about strategies to live well with Neurocognitive Disorders (NCD). Dementia Minds is led by people living with dementia whose vision is to transform the worldview of living with a NCD. Dementia Minds is a model of equity as it is governed by a board of directors who are living with diverse types of dementia. Project aim is to create a local Dementia Minds group for project sustainability and broadened community impact.

Community of Care (CoC): After a recently completed two-year planning process, the CoC partnership with Spectrum Health Lakeland works to integrate social and medical care. The CoC workplan builds a complex care ecosystem creating infrastructure that integrates social care into the delivery of health care. Funded by Michigan Health Endowment Fund, the CoC creates a structurally connected community of care centered around the needs and desires of older adults and address social determinants of health and clinical care needs leading to improved health outcomes and reduced overall costs.

Aging Health Equity Policy Planning Project: The Aging Health Equity & Policy Planning Project is a community-informed and data-driven plan development process to identify and address the root causes of disparate health outcomes among minority older adults living in Van Buren County. Developing an actionable strategic plan to build community capacity and connectedness to impact systems-level policy change thereby improving the health of older adults and reducing health care costs is a key project aim. RIV AAA and a network of community partners inclusive of, but not limited to, Van Buren/Cass District Health Dept., InterCare Community Health Network, Bronson Health System, Van Buren DHHS, Senior Services of Van Buren Co., and Van Buren Community Mental Health lead this two-year planning grant from Michigan Health Endowment Fund. Michigan State University, College of Human Medicine staff are under contract to provide Project Management services for the planning grant activities.

Direct Care Workforce Development: Partnerships with Michigan Rehabilitation Services and PACE of Southwest Michigan are underway to develop a training pipeline to address the shortage of direct care workers in the region. To retain currently employed direct care workers (DCWs), and address hardship needs that often result in DCWs leaving the workforce, RIV AAA created a Provider Employee Needs Fund. The fund is available to assist a direct care worker who is employed by a Region IV AAA provider and experiencing a hardship which is preventing them from being able to meet the requirements of their position as a direct care worker. Some examples of needs met to date are car repairs/batteries, tire, and cell phone minutes. The funds can also be used for a direct care worker who would benefit from the opportunity to receive additional job coaching; the coaching is tailored to the specific needs of the worker. Expenditure trends since program inception indicate transportation and communication needs as highest barriers to continued employment. Philanthropic support will be sought for future project sustainability.

Veteran Connector: Partnering with the Michigan Veterans Affairs Agency to become designated as a Michigan Veteran Connector will bring increased visibility and reach to the work already performed by RIV AAA with and on behalf of Veterans and their families. RIV AAA proactively supports and connects service members, veterans, and their families to earned benefits. Through the partnership, RIV AAA will make veteran centric resource materials and connection to Veteran Service Officers and DHHS Veteran Navigators even more accessible.

MI Health Link (MHL): The MHL partnership with the two Integrated Care Organizations/health plans serving the region and AAA Region 3B continues to evolve as a demonstration to integrate care for people dually eligible for Medicare and Medicaid. Health plan staff turnover and interest levels at the health plans have fluctuated considerably since the inception of the demonstration, which has resulted in continued change and evolution of the contractual relationships involved. It remains unclear as to whether the MHL goal to provide seamless access to services and support through a person-centered care coordination model has been successful. RIV AAA will continue to work with the two health plans involved.

Campus for Creative Aging: The AAA's efforts to laud age as a time of Purpose, Creativity, Growth and Learning will gain further momentum as a virtual campus movement that promotes expanded educational offerings and connectivity in areas such as technology, volunteerism, health, retirement, financial planning, and enrichment. Virtual and hybrid program offerings developed during the pandemic will be expanded and blended with a return to in-person programming to expand impact and reach. Organizational partners which range from established aging entities such as senior centers and councils on aging, to libraries, YMCA, financial institutions, arts organizations and beyond will expand.

A description of specific management initiatives the area agency plans to undertake to achieve increased efficiency in service delivery, including any relevant certifications or accreditations the area agency has received or is pursuing.

AIRS Certification – RIV AAA’s Info-Line for Aging and Disability receives over 14,200 calls annually seeking information and resources for older adults, people with disabilities, and caregivers through online referral, direct dial, and referral as the 211-specialty patch for aging and disability for Southwest Michigan. Staff responding to requests for assistance receive comprehensive orientation and training in many areas of person-centered service delivery including, but not limited to, local, state, and federal home and community-based resources. As evidence of its exceptional service delivery, RIV AAA’s Information & Access service line’s first staff member achieved AIRS Certification in 2020 and will expand the number of individual AIRS certified staff throughout 2023-2025.

NCQA Accreditation – RIV AAA’s Care Management staff provide person-centered assessment, long term supports and services arrangement and monitoring, care transitions, and care planning to over 1,400 older adults and people with disabilities annually. Demonstration to current and prospective customers and business partners of RIV AAA’s excellence in customer service, operations efficiency, and continuous quality improvement through accreditation is underway and will be completed and maintained throughout 2023-2025.

Horizontal Quality Assurance & Process Improvement –

RIV AAA is establishing a formal interdepartmental leadership team across middle management staff giving participants the opportunity to participate in collaborative problem solving, service innovation, and professional development. The intentionally horizontal structure fosters a supportive one-team culture. Drawing from the diversity, equity, and inclusion of skills and expertise from across the organization drives agile decision-making, informed rapid-cycle innovation, interdependency and shared ownership and accountability allowing teams to capitalize on synergistic opportunities to solve identified challenges in efficiency, effectiveness, and capacity.

Through lean process mapping, the newly established Quality Assurance and Process Improvement Manager will work with subject-matter expert collaborators across the organization to eliminate inefficiencies and resource utilization that does not add value. Interdepartmental and cross-functional teams will work together to align roles and processes and optimize utilization of centers of expertise and job function across service lines for increased efficiency and scalability. Doing so will allow RIV AAA to tap into and capitalize on the diverse strengths, skillsets, and knowledgebases of all staff.

Tools, Technology, and Training – RIV AAA’s strategic implementation and use of existing Office 365 applications ensures staff have timely and accurate access to information driving data-informed service delivery, resource allocation, and quality, process, and performance improvement. SharePoint pages and lists, Power BI

dashboards, and Power Automate flows help staff achieve efficiencies and shared success in outcomes by eliminating duplicative data-entry and wasted time spent searching for and looking up information that is now at their fingertips. Staff update and move work products along streamlined workflows that capitalize on centers of expertise across the organization and keep teammates updated on progress towards objectives, assign next action steps and reminders, and collaborate virtually in real-time.

RIV AAA is also investigating options for a comprehensive web-based community resource database accessible to staff and the community which would reduce redundancies and the time burden of staff investigating resources known to be available.

Like many others, RIV AAA leaned into the use of new technologies during the pandemic. Platforms such as Teams, Zoom, and RingCentral allow video conferencing with customers across all service lines. Appropriately balanced with person-centered needs and provision of face-to-face community, in-home, and office service delivery, video conferencing also allows for improved efficiency, productivity, and quality. Evidence-based classes and other educational and social support programming can now be offered both in-person and virtually allowing for those who may not previously been able to travel to participate. RIV AAA is also furthering its paperless status through electronic document generation and signature collection.

RIV AAA also continues to pursue interoperability with local health systems' electronic health records (EHR). As a trusted key partner of the care team, RIV AAA was granted read access to its two major health systems' EHR: EPIC Carelink. Access to admission, discharge, and transfer (ADT) data and the medical assessment and treatment plan allows RIV AAA to intervene timely, arrange services and supports that address the social determinant of health barriers of participants and caregivers, and align community-based goals and interventions for more successful care transitions. In partnership with a local rural health clinic and home-based primary care provider, RIV AAA staff have full EHR access and contribute directly to a wholistic, comprehensive person-centered care plan. Next steps include continued pursuit of interoperability, analysis of ADT data aimed at establishing clinical protocols for improved chronic disease management and utilization reduction and prevention, and collection of data on gaps in resources and services available and utilized.

RIV AAA is also investing in the professional development of its staff to achieve efficiencies in service delivery. Establishing an employee benefit to reimburse costs of classes and seminars, certification programs, and other learning mediums available fosters a culture of continual growth and development and equips staff with the knowledge and skills needed to improve their day-to-day work processes and align their personal goals with the roles and responsibilities critical to the organization's success.

Program and Business Development Incubator – RIV AAA is advancing its business knowledge, skills, and strategies to increase efficiency, expand service capacity, and strengthen financial operations. The recently created Business Analyst position helps

interdepartmental and cross functional teams identify opportunities for program improvement and enhancement. RIV AAA was also selected by USAging to be one of fifteen community-based organizations nationwide to participate in a Financial Acumen Learning Collaborative. Members of senior management attend collaborative learning sessions with a curriculum that addresses costing services, pricing methodologies, and business case development. Knowledge is then transferred across the organization through internal collaborative learning and work application sessions.

Address the agency's response to the COVID-19 pandemic emergency, including a description of the challenges and continuing needs due to this emergency.

In response to the COVID-19 pandemic, RIV AAA:

- Pivoted to deploy staff to work remotely. Augmented IT structure and internal processes to ensure service excellence, efficiency and effectiveness maintained or advanced during the pandemic.
- Collaborated with public health officials, health systems, emergency operations staff, and funders to ensure the needs of older adults were understood and resources to meet those needs were secured.
- Created a package of Rapid Response Home and Community Based Services (HCBS) targeted to meet the needs of COVID positive older adults. RIV AAA developed and deployed Rapid Response HCBS to provide in-home supportive services to older adults allowing them to recover from COVID at home and avoid a hospital stay, or discharge home sooner with support thereby avoiding decline associated with extended hospital length of stay. This also freed up scarce hospital capacity at the height of the pandemic waves. Partnerships with funders, public health departments, and health systems were developed to launch the service during the pandemic and paved the way for sustained service delivery post-pandemic utilizing Medicare fee-for-service codes, value-based payments, and further philanthropic support. Referral development, communication tools, and outcome measurement mechanisms facilitate this work in a remote world.
- Procured and deployed a wide array of personal protective equipment (PPE). Masks, hand sanitizer, gloves, and face shields were distributed to older adults, caregivers, volunteers and the AAA vendor network and aging services provider organizations.
- Secured and deployed rapid test kits for clients, staff, and vendors.
- Distributed a postcard with vaccine access information and RIV AAA Information and Access phone number to all individuals over 60 years old within the PSA. RIV AAA collaborated with public health officials to draft postcard content in both English and Spanish. A mailing list was purchased with the addresses of Spanish-speaking households for targeted distribution.
- Collaborated with public health officials and health system staff to coordinate access to, and the delivery of, vaccines for homebound older adults.

- Launched a telephone reassurance program to address social isolation and loneliness for older adults impacted by the pandemic and public health orders.

Continued challenges include the shift from a fully remote workforce to a return to some version of remote, in-person or hybrid work schedules. Efforts continue to coordinate vaccines and booster shots for home-bound clients. Navigating the return to in-person visits with clients and the general public that considers the comfort level of consumers served is a high priority challenge. A continuing need is the development of a direct care workforce trained and available to meet the needs of older adults and people with disabilities and securing the PPE and test kits vendor need to equip and support that workforce.

Any significant new priorities, plans or objectives set by the area agency for the use of OAA and state funding during the MYP. If there are no new activities or changes, note that in your response.

The 2023-2035 MYP outlines plans to enhance support for caregivers and individuals impacted by a dementia diagnosis. OAA and state funding will support those priority areas through the following new initiatives:

The Remember Project: As a part of its strategy to create dementia friendly communities, RIV AAA launched the Remember Project in FY 2022, an arts and public health partnership aimed at reducing fear, stigma, and isolation associated with a dementia diagnosis. In partnership with Minnesota-based Trellis, and the local arts community, AAA will host virtual and in-person one-act plays followed by facilitated community talk-back sessions to build community awareness, understanding and momentum for creating a local Remember Project production group to sustain the effort long-term.

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Trualta: A web-based caregiver education platform that can be delivered in the home or remotely and can be customized to match the brand and experience of Region IV Area Agency on Aging. It provides a personalized, skill-based learning experience to reduce caregiver burden, improve family satisfaction and extend aging in place. Family caregivers can use the site to access videos, articles, and slideshows on caregiving

topics like aging and brain health, care planning, injury and fall prevention, personal care tasks, managing the behavioral symptoms of dementia, medication management and more. Staff can share suggested training videos with caregivers for targeted learning. Trualta will be used internally and externally and will help caregivers with the skills to help families confidently manage care at home. Region IV AAA care management staff will assign courses to caregivers and will promote the platform to those we serve and the general public. We believe this tool will be effective in serving caregivers and clients.

A description of the area agency's assessment of the needs of their service population.

As part of the multi-year planning process, RIV AAA engaged in and is continuing a robust and comprehensive tri-county assessment of the needs of older adults (age 60 and over) and caregivers. RIV AAA's approach is both qualitative and quantitative and utilizes both primary and secondary sources in its data collection and analysis.

From a primary source perspective, RIV AAA created and distributed two surveys throughout the three counties of Berrien, Cass, and Van Buren; one aimed at adults ages 60 and over and one aimed at caregivers. Online links to the surveys were widely distributed on the RIV AAA website, across RIV AAA social media, and were sent to print and online newspapers via press releases. The Surveys were also emailed to caregiver and community partner distribution lists. RIV staff and members of the Board of Directors and Advisory Council were asked to widely distribute to their mailing lists as well. In particular, Advisory Council members with connections within minority populations were asked to assist in ensuring that a diverse mix of older adults and caregivers had access to and were encouraged to complete the surveys. Using a combination of in-person and virtual opportunities across all three counties, RIV AAA held a total of eight focus groups/listening sessions with a ninth being cancelled due to COVID. Of those held, four focused on older adults and caregivers while the other four focused on the unique needs of kinship caregivers, older adults providing care for related children under the age of 18. Attendance at the listening sessions was comprised of 64 residents from all three counties were represented. RIV AAA also surveyed its staff and provider network. Information & Access, Senior Volunteer Program, and Care Management staff serve over 3,000 older adults, people with disabilities, and caregivers annually and RIV AAA's network of partners and providers serve numerous more; their identification of the unmet needs and gaps in community resources and services is crucial to a comprehensive assessment. Finally, RIV AAA engaged in direct outreach to key informants and is conducting interviews to ensure that the needs of LGTBQ+, Native American, and Hispanic/Latino older adults and caregivers are included.

In addition to primary sources, RIV AAA engaged in a thorough collection, review, and analysis of secondary data sources. RIV AAA reviewed Community Health Needs Assessments from area partners including Spectrum Health Lakeland, Bronson Health System, Ascension Borgess-Lee Hospital, InterCare Community Health Network,

Southwest Michigan Community Action Agency, and Tri-County Head Start. RIV AAA also referenced and pulled in data from the 2020 US Census, the Eldercare Locator Data Report, and the Caregiving in the US 2020 Report. An area RIV AAA identified as a need is in the collection of local caregiver statistics which has proved difficult to find.

While data analysis is ongoing at the time this draft plan's posting, key themes and areas of focus emerging include the following needs:

– chore and yard work – home repair and maintenance – housing (safe, affordable, accessible) – nutrition support and education – transportation – care management and supports coordination – information and access assistance – long term care options counseling – lifelong learning – social connectedness – volunteer and mentoring opportunities – caregiver resources and education – caregiver respite – disease prevention and wellness programming – mental health services (access/in-home) – financial assistance, education, and planning – legal assistance – Medicare and Medicaid assistance – fraud and scam prevention

Planned Services Summary Page for FY 2023			PSA: 4			
Service	Budgeted Funds	Percent of the Total	Method of Provision			
			Purchased	Contract	Direct	
ACCESS SERVICES						
Care Management	\$ 150,498	3.93%			X	
Case Coordination & Support	\$ 151,825	3.97%			X	
Disaster Advocacy & Outreach Program	\$ -	0.00%				
Information & Assistance	\$ 113,391	2.96%			X	
Outreach	\$ -	0.00%				
Transportation	\$ 84,723	2.21%		X		
Option Counseling	\$ 119,952	3.13%			X	
IN-HOME SERVICES						
Chore	\$ 10,024	0.26%	X			
Home Care Assistance	\$ -	0.00%				
Home Injury Control	\$ 16,673	0.44%	X			
Homemaking	\$ 244,338	6.38%	X			
Home Delivered Meals	\$ 910,278	23.78%	X	X		
Home Health Aide	\$ -	0.00%				
Medication Management	\$ 778	0.02%	X			
Personal Care	\$ 96,060	2.51%	X			
Personal Emergency Response System	\$ 16,561	0.43%	X			
Respite Care	\$ 258,715	6.76%	X	X	X	
Friendly Reassurance	\$ 8,889	0.23%			X	
COMMUNITY SERVICES						
Adult Day Services	\$ 683,424	17.85%	X	X		
Dementia Adult Day Care	\$ -	0.00%				
Congregate Meals	\$ 585,519	15.29%		X		
Nutrition Counseling	\$ 100	0.00%	X			
Nutrition Education	\$ 100	0.00%	X			
Disease Prevention/Health Promotion	\$ 79,919	2.09%		X	X	
Health Screening	\$ -	0.00%				
Assistance to the Hearing Impaired & Deaf	\$ -	0.00%				
Home Repair	\$ 111	0.00%	X			
Legal Assistance	\$ 78,973	2.06%		X		
Long Term Care Ombudsman/Advocacy	\$ 45,141	1.18%			X	
Senior Center Operations	\$ -	0.00%				
Senior Center Staffing	\$ -	0.00%				
Vision Services	\$ -	0.00%				
Neglect, & Exploitation	\$ 5,705	0.15%			X	
Counseling Services	\$ 111	0.00%	X			
Creating Confident Caregivers® (CCC)	\$ 14,889	0.39%		X	X	
Caregiver Supplemental Services	\$ 16,682	0.44%	X			
Kinship Support Services	\$ 11,112	0.29%			X	
Caregiver Education, Support, & Training	\$ 17,778	0.46%		X		
AAA RD/Nutritionist	\$ 12,617	0.33%	X			
PROGRAM DEVELOPMENT	\$ 73,392	1.92%			X	
REGION-SPECIFIC						
Gap Filling Needs	\$ 9,778	0.26%	X			
b.	\$ -	0.00%				
c.	\$ -	0.00%				
d.	\$ -	0.00%				
CLP/ADRC SERVICES	\$ -	0.00%				
SUBTOTAL SERVICES						
	\$ 3,818,056					
MATF & ST CG ADMINISTRATION						
	\$ 10,460	0.27%				
TOTAL PERCENT			100.00%	41.02%	38.21%	20.77%
TOTAL FUNDING		\$ 3,828,516		\$1,570,270	\$1,462,898	\$ 795,348