



DATE: September 28, 2022

SUBJECT: Proposed Amendment to Region IV Area Agency on Aging FY2023 – 2025 Multi Year Plan Annual Implementation Plan

The Michigan Department of Health and Human Services, Bureau of Aging, Community Living, and Supports (ACLS Bureau) added a new Access Service Operating Standard, **Care Transition Coordination and Support**, to the Operating Standards for Service Programs effective October 1, 2022.

Region IV Area Agency on Aging proposes the following addition to the list of all access services to be provided in its FY2023 – 2025 Multi Year Plan Annual Implementation Plan:

Care Transition Coordination and Support

Starting Date 10/01/2022 Ending Date 09/30/2023

Geographic area to be served: Berrien, Cass, Van Buren (PSA4)

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

Goal: Provide comprehensive, person-centered Care Transition Coordination and Support to older adults that promotes independence and quality of life and empowers older adults and caregivers to make informed decisions and access community resources needed to support successful transitions of care and prevent re-institutionalization.

Activities:

- Implement a person-centered model of care coordination that allows flexibility to provide care and services based on the unique needs and preferences of participants and their chose or legal representative(s).
- Provide telephonic and in-person professional assessment, consultation and accessible housing support, care planning, service arrangement and monitoring.
- Provide unbiased information and assistance in accessing community resources.
- Engage participants in person-centered emergency preparedness planning.
- Provide seamless transition of participants among programs as changes in eligibility allow.
- Assure high quality service is being provided through participant surveys.
- Provide staff in-services and training opportunities specifically designed to increase knowledge and understanding of the program and participants, and to improve skills in completion of job tasks.

- Perform peer reviews of at least 10% of active caseload annually.

Public comments on the above proposed amendment addition will be accepted through October 29th, 2022 and can be submitted by email (info@areaagencyonaging.org) or by letter or telephone call to:

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