



EXECUTIVE REPORT June 2015

Thanks to all the Advisory Council and Board members who attended our Annual Community Meeting on May 15 at the Management Education Center. It was well attended by our aging network and feedback was positive. Special thanks to Amin Irving for his video welcome that set the tone for our focus on Innovation and to Karen Wintringham and Andy Hetzel for superbly presenting the FY 2014 Annual Report! Our three board officers did a great job of exemplifying our core value of Teamwork!

A special shout out to Jenny Jarvis for her awesome work on the Annual Report and scripting, and to Deanna Mitchell and Amanda Sears for coordinating a great event! Thanks to Jim McGuire, Andrea Mulheisen, and Sallie Justice who added humor and fun in their award presentations.

For the past 16 years, Deanna Mitchell has served as Corporate Secretary. She is stepping away from this role in order to focus solely on Human Resources where she will ensure our agency recruits the best workers with the skills we need to grow; retains the best employees by emphasizing the total rewards of working for us; and implements a rigorous training effort that supports managers and Directors and helps to ensure our future success. I want to thank Deanna for all of her work as Corporate Secretary and point out a few of her past accomplishments in this role:

- 1) Designing a matrix of needs and developing a recruiting and orientation process for new members
- 2) Developing the Board's committee structure and operating protocols for each committee
- 3) Leading two bylaw revisions
- 4) Working with the Governance Committee, led the initiative to develop the agency's first-ever strategic plan
- 5) Drafting the Board's conflict of interest policy
- 6) Developing and implementing regular surveys/assessments of the Board
- 7) Planning Board development opportunities based on feedback from Board

Goal: Financial Success

We were able to increase vendor payments by 2% and provide a 3% payment in lieu of a salary increase to staff last month! This is primarily because we have not added any new high cost Prepaid Ambulatory Health Plan (PAHP) participants this fiscal year, and because we received more than \$250k quality withholds payment for our successful work in FY 2014. The increases were welcomed by vendors, but we need to remember our rates are still significantly below those of every PAHP MI Choice Waiver agent in southeast Michigan and throughout the state. It is becoming increasingly difficult to maintain our core value of *Highest Quality* with reimbursement rates so significantly below market/other industry rates.

In spite of the financial challenges of PAHP, in our Administrative Quality Assurance Review (AQAR Audit) of the PAHP 2014 program we scored 95.35%!!!! We celebrated RNs and Social Worker Month and our 95.35% AQAR score last month. I must recognize the hard work of Marie Baloga, Ann Langford, Bill Walsh, Amanda D'Angelo, Erika Morgan, and all the hard working staff on their teams for our success in this AQAR audit!

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Strategic Priority I: Program Development

Innovative Grants: By Jim McGuire

We submitted another grant to help us develop clinical pathways of care for individuals. MI Choice participants have been found to experience higher rates of hospitalizations than their counterparts who reside in nursing homes. Increased hospitalization rates for home- and community-based services (HCBS) participants negatively impacts their wellbeing and places a financial strain on the Medicare and Medicaid systems. The AAA 1-B has identified a technology solution, Care at Hand, which has proven effective in predicting hospital readmissions among Medicare patients, and triggering clinical interventions that result in significantly fewer readmissions. The AAA 1-B believes that this technology can be applied to the MI Choice population and produce comparable outcomes. Therefore, the AAA 1-B has submitted a \$25,000 grant proposal to the Blue Cross Blue Shield of Michigan Foundation that will fund an initiative to identify factors that predict likely hospitalization among MI Choice participants, identify and test clinical intervention strategies based on the predictive technology, and assess whether the MI Choice program can engage in successful preventative strategies to reduce avoidable hospital admissions.

Myride2 Expansion

We received \$120,000 to expand service into FY 2016!! While we were extremely happy with the news, the grant amount was approximately 40% lower than we had hoped it would be. We are in discussions now with officials from the Suburban Mobility Authority for Regional Transportation (SMART) to discuss the award decision and opportunities to add new partners and expand the program and funding.

Strategic Priority II: Program Diversification

Integrated Care (MI Health Link)

We have one contract signed and fully executed as I write this report. Two more are verbally agreed to and I am awaiting the final paperwork. The last two have been the most difficult and I am hopeful that at least one will be successful. It is possible that the other contract may not include rates that will allow us to move forward. I hope to update you on the outcome of negotiations at our meeting.

Huron Valley Program for All-Inclusive Care for the Elderly (PACE)

The Huron Valley PACE Board of Directors meeting this month was action packed. We reviewed the organization's financial audit (see Finance Committee update); and the first quality audit, which was very good. We also approved a proposal to purchase a local Adult Foster Care (AFC) home for \$250,000 contingent upon legal advice and securing a line of credit. There were several reasons for moving in this direction, the primary reason is to avoid the cost of nursing home care for participants who require 24/7 monitoring on a short term basis. A second reason is to have access to longer term respite to support family caregivers who are close to burn out. Both of these actions reduce overall health and long term care costs for participants and are good for participants and caregivers.

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SameAddress

The soft launch of SameAddress was June 1 for Oakland County staff members. The team will present a brief overview of the launch website and marketing materials at the June Board of Directors meeting. A broad discussion to review products and services is planned for the July meeting.

Strategic Priority III: Organizational Support

Commission on Accreditation of Rehabilitation Facilities (CARF)

CARF Accreditation Achieved! It was a lot of work and the process itself was filled with some unexpected ups and downs, but it was worth it!! Our team received the great news that we were successful in achieving a three year renewal of our accreditation! A staff celebration is planned at our Town Hall meeting on June 23.

2016-2018 Strategic Plan Process

The management team held a retreat on June 1 to prepare materials for presentation to the Governance Committee and the Board of Directors on the FY 2016 strategic planning process. We feel the five goal areas and the objectives are still very timely. These are: Program Development; Program Diversification; Organizational Excellence; Corporate Culture; and Communications/Marketing. We plan to recommend a one year continuation of the current plan goals and objectives, but suggest a few new tactical items that we believe will be a critical to our strategic efforts. Jenny Jarvis will discuss this topic at the June Board meeting.

Strategic Priority IV: Cultural Alignment

We rolled out a third corporate value/cultural prompt, Quality, on June 1. The poster will be our focus, hanging in offices and discussed in Monday Morning Memos and at the June 23 Town Hall meeting, until the end of August.

Quality: By Deanna Mitchell

Our corporate value, QUALITY, embodies the culture tenets of excellence; nimbleness; and data-driven decision making. We are prompted to focus on our core value of QUALITY as we think:

Highest Quality – encourages us to deliver excellence in all programs and services

Faster and Better – reminds us to minimize response times, explore alternatives for improving and increasing services, and to innovate

Begin with the End in Mind – prompts us to always seek out methods and set benchmarks that reflect best practices, maximize process efficiencies, and improve customer service

Strategic Priority V: Marketing/Communication

Kathleen Yanik has returned to our Communications Team. She will assist us with our strategic effort to strengthen our brand. Her position has been vacant since she left it approximately six months ago. Please join me in welcome Kathleen back to our team!

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The agency has applied for a grant through The Causality Brand for support with:

1. Developing a brand story and brand statements
2. Creating a branding strategy for the various programs and services within the agency
3. Identifying low cost, effective ways to educate the community about services offered by the agency

212° News

- Congratulations to Advisory Council Member, and Disability Network Oakland & Macomb Executive Director, Kellie Boyd who recently earned her MBA and was featured in a journal for being a non-profit Executive who wanted more. “I wanted to be more balanced and see the whole picture,” she explained. “I chose to be more well-rounded, and because of that I learned other things. I learned my leadership style and how to use that. And I learned how to think differently from both the program side and the business side.” Here’s a photo from the article.



- Congratulations to longstanding Board Member, Vurn Bartley for winning the Outstanding Senior Citizen of the Year Award in St. Clair County! Vurn has been involved in numerous civic activities for many years and Laura Newsome, Retiring Director of the Council on Aging for St. Clair County wrote, “Vurn Bartley... is so deserving, and it was an honor to give him the Outstanding Senior Citizen award.”
- Congratulations to Board member and Chief Medical Officer & Vice President of Medical Affairs at Henry Ford West Bloomfield Hospital, Dr. Betty Chu, who was featured on the WJR show “Anything is possible” last month!
- Our condolences and love go out to Advisory Council member SaraMarie Watson, who lost her husband in April after a long battle with an illness. SaraMarie is a dedicated member of our governance team, also serving as a Board member on our subsidiary organization, Coordinating Community Living (CCL). Flowers were sent on behalf of the Board of Directors, Advisory Council, and staff.
- A recent letter we received: “Ms. Baloga....Kevin Valenti, is one GREAT person. He has helped me and my family at a very difficult time...to see if my brother qualified for the Medicaid Waiver Program and then providing resources. As a senior citizen myself, the processes to follow can be overwhelming no matter how much education one has, but Mr. Valenti was just great....patient....caring....soft spoken....complete with explanation ON EVERY PHONE CALL....GREAT CUSTOMER SERVICE!! WE want to applaud him and give Kudos for the work he has done for us. Every lead he has given us, panned out to be positive. We will be placing my brother in an Assisted Living facility that is affordable...at Mr. Valenti's suggestion. (Our) family has to pay some of the expenses but it is affordable for us at this time until we find other services. I am a very intelligent woman, but the system for the

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Elders in Michigan and most states are very tenuous and complicated that anyone could get lost between the cracks if there is no one available to catch them. Mr. Valenti was that person for us and we are so grateful....I am praying that when the time comes for me to call your department again in the future that I can ask for him to assist me. Please use him as a model for the PERFECT CUSTOMER SERVICE TEAM LEADER, in your training sessions.”

- Ryan Cowmeadow and I visited several new legislators in Lansing last month. These new legislators started in their new roles as State Representatives in January and we wanted to introduce them to the AAA 1-B and how we can help their staff and constituents. One member we visited was former AAA 1-B Board member Kathy Crawford, who is sponsoring an Older Michiganian’s Day Resolution – and is a super fan of our agency! Here’s a photo of us having some fun with her.



- A couple photos from Take your Child to Work Day at AAA 1-B



- June is Alzheimer’s and Brain Awareness month and to recognize this important event, the Governor has called for all website banners to reflect the color purple! I’m leading the AAA 1-B Allstars team for the Walk to End Alzheimer’s on August 29th. Won’t you make a donation and join our team? Here’s a link to donate and sign up. Go to the team look up and enter AAA 1-B Allstars:

http://act.alz.org/site/TR/Walk2015/MI-GreaterMichigan?fr_id=7553&pg=entry

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