



## EXECUTIVE REPORT MARCH 2016

### News/Updates

Please save the date for the 7<sup>th</sup> Annual Judith J. Walkberg Memorial Lecture:

Confronting our Biases: Ageism and Immigration.

Thursday, April 21, 2016

8:30 a.m. to 12:30 p.m.

Shriner's Silver Garden Events Center

24350 Southfield Road

Southfield, MI 48075

2.5 CEUs available

Kathleen Yanik asks that you save the date for the 17<sup>th</sup> Annual Caregiver Expo:

Saturday, October 15, 2016

9:00 a.m. to 2:00 p.m.

Wyndham Garden Sterling Inn

34911 Van Dyke Avenue

Sterling Heights, MI

Jim McGuire reports, "A question was raised at the February Advisory Council meeting about whether the elimination of straight ticket voting will cause a disruption and long lines at voting booths that will prevent adults with a disability from voting, access to voting by absentee ballot. Anyone over age 60 may request an absentee ballot, and anyone with a medical condition that prevents them from voting can request an absentee ballot, therefore those with a concern about difficulty voting due to a health concern have a viable alternative. Absentee ballots may be either dropped off or mailed in. If returned by mail, it requires a stamp. At this time it is not certain that this will cause a significant problem. Therefore, the AAA 1-B plans to wait until the next election has transpired, and review data from media reports and polling county elections officers to see if this causes a problem, before taking any further action on this concern."

### 2016 Community Forums Update: By Andrea Mulheisen

Over 250 community members and service providers attended one of our six Community Forums that occurred over the past month. These forums are intended to gather input from the public to help us determine services and funding priorities for our AASA programs, and are critical in development of our Michigan Aging and Adult Services Agency (AASA) Multi-Year Plan and our contractor's Request For Proposal (RFP) process. We received a lot of valuable feedback, but some of the themes from this year included:

- Increased support for Community Living Program, especially in-home services
- Increased support for transportation and senior centers
- The importance of our advocacy efforts, especially Silver Key Coalition
- More public awareness of the programs available through AAA 1-B and the network

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The Area Agency on Aging 1-B enhances the lives of older adults and adults with disabilities in the communities we serve.

Thank you to the following Board of Directors and Advisory Council members for chairing or participating on panels at the forums: Vurn Bartley, Walter Ernst, Sandra Hann, Floreine Mentel, Dan Sier, Karl Tomion, Barbara Turner, Karen Wintringham, Helaine Zack, and Tom Zaremba.

### **Core - Organization/Development**

*Goal: provide the highest level of innovation and service quality to support the agency mission, which is to enhance the lives of those we serve.*

#### **Financial Update:** Bill Walsh

January year to date financials show a marked improvement in revenue. Detailed financials will be presented at the March 14 Finance Committee, and reported at the March 18 Board meeting.

#### **Prepaid Ambulatory Health Plan (PAHP) Risk Pool Update:** Rabia Raftari

First of all, congratulations to all for working so hard with the state on the issue of high cost/high risk participants because with this model we are no longer at risk with high cost participants. Impact Analysis:

- Data Used: cost per participant for a set period of time with capitation. The report was only running from October through November 2015, so these two months actual were used to estimate the annual impact.
- Overall, the AAA 1-B will be protected with high risk participants and will have an additional \$150K to \$200K in revenues after risk adjustments and taking into account the impact of the new rates for the whole population:
  - Based on the current mix of 800 participants in the program and the new rates, the AAA 1-B will have an estimated revenue reduction of \$37K per month.
  - Based on two months of actual service cost as stated above, the AAA 1-B will have 15 to 17 participants eligible for high risk adjustment.
  - The risk adjustment total for these participants will bring an estimated \$614K in additional revenue to the AAA 1-B to cover their losses.

The state is planning to do these calculations based on encounter data submitted twice per year, and the AAA 1-B will have some additional reconciliations as a result.

#### **Regulatory Updates**

Ann Langford reports, "We are releasing the Request for Proposals (RFP) for Contracted Services FY2017-2019 on March 18. These services represent more than \$22 million funding through the federal Older American Act and the Michigan Aging & Adult Services Agency (AASA). The application and supporting materials will be available on our website, and public notice will be given upon its release. Thanks to all Board members who have volunteered to participate in the RFP review process."

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AASA conducted an on-site compliance assessment of the AAA 1-B on July 16, 2015. AASA informed us on March 1 that the AAA 1-B was found to be in compliance with the assessment items reviewed during the AASA visit.

Strategic Updates: Jenny Jarvis

We had 18 Board and Advisory Council members attend the 2017-2019 Strategic Planning Session on March 4. Thanks to all for sharing your time and expertise.

As part of our Legislative Agenda under Access, the AAA 1-B “advocates for policies that provide adequate and sustainable funding for roads, local transportation and mobility management services.” To that end, AAA 1-B has been a co-founding member of the Regional Elder Mobility Alliance (REMA), a coalition of agencies representing aging/disability and transit professionals dedicated to enhancing the quality of life for southeastern Michigan elders, people with disabilities, and the general community through the maximization of mobility options and the delivery of multi-modal transportation services since 2007. As you know, a Regional Transportation Authority for southeast Michigan (RTA) has been formed, allowing the opportunity to have a coordinated regional transportation system. AAA 1-B recently signed on to A Coalition for Transit (ACT), a larger, broader coalition that recognizes the importance of regional transit and the problems that southeast Michigan faces due to our current system, and that a modern, reliable regional transportation system that connects southeast Michigan’s four counties — Macomb, Oakland, Washtenaw, and Wayne — is vital and is committed to engaging and educating the public on the regional-transit problems facing southeast Michigan.

A funding mechanism for the RTA is expected to be part of the November, 2016 ballot. Roberta Habowski, Mobility Project Manager, and Katie Cahill, Advocacy Manager, will present ballot language as it comes forward and request support from the Board to advocate for this system that will provide additional paratransit options for seniors and people with disabilities, and coordinate transit across the region.

**Culture - Talent**

*Goal: Cultivate a positive environment that actively engages employees, volunteers, and leadership to achieve its vision.*

Talent and Engagement Updates

We have an agency wide Town Hall meeting planned on March 30, 2016. Topics to be covered include:

- State of the Agency
- Workplace Safety (Active Shooter Training – Staff Suggestion Box)
- What is the Older American’s Act?
- New Personnel Policies
- Stress Management Update/Free Listing Exercise

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One of our goals is to increase the engagement measurements around the area of stress. Currently, 75% of staff report that their job causes them stress. One innovation developed by Ryan Cowmeadow to help managers gauge stress on a regular basis is a tool that can be used during weekly meeting/coaching sessions. It allows clinical staff to gauge their own level of stress around case load, communication, and overall workplace issues. It has received positive feedback to date, and is being rolled out to all clinical and management teams this month.

### Training Updates

Feedback from our inaugural leadership training program was very positive with the team producing a variety of ideas that will support them in their roles. Leadership team training for our second class started in early March and continues thru early April. The objectives of the program are to:

- 1) To be an engaged and successful leader who: 1) understands the organization's values/goals/objectives; 2) coaches and engages the team towards independence and success; 3) reinforces positive decision making; and 4) helps the organization achieve and grow its mission and vision; and
- 2) To create an atmosphere of engagement and growth at all levels of an organization.

15 Team and Management leaders are part of this class. These individuals will participate in a five to six week training session developed around the Harvard Business Review training materials. The model is a train-the-trainer, which will all future leaders to go through the training with their supervisors.

Leadership training is also conducted annually for all leaders. Going through this process has generated many good ideas for the annual training, which will be conducted in September.

### **Growth - Diversification**

*Goal: Lessen financial pressure to maintain core goals by establishing new and diverse programs.*

At the March Board and Advisory Council meetings Barb Lavery will provide an update on the MI Health Link program that kicked off in July 2015.

The SameAddress team will provide an update at the March Board meeting on the number of clients served in the last seven months of the program.

### **212 Degree News**

- Geralyn Beard, one of our clinical team members, shared, *"Participant called (to tell me) she would be going into the hospital... She said she is mailing a \$100.00 donation toward her care. She hasn't been able to mail anything in before now. She said without us she would not be able to live as she does. We are a blessing for her and she wanted us to know this. She verbalized she has tried to get her friend to call who is 84 years old and taking care of her daughter who isn't able to do anything for herself. She only knows without us she couldn't do it..."*

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- SB 352, called the Designated Caregiver Act, requires hospitals to give patients the opportunity to designate a caregiver who would have the right to patient information, and be involved in the discharge planning process. This would assure the caregiver is notified of a discharge, consulted about after-discharge care, receives a discharge plan, and would allow questions to be asked about the discharge. Note the representative from AARP reported that Jim did a “great job!”



- March is National Social Work Month. We would like to recognize the following AAA 1-B Social Workers who enhance the lives of individuals and families everyday:

Larry Bassin	Alexandria Faber	Nancy Koretz	Sue Probert
Cassandra Bowman	Kristin Flynn	Becki Kugler	Bernadette Richardson
Maxine Blair	Kara Groom	Carrie Lengyl	Katrina Stallworth
Katie Cahill	Sue Hearshen	James McGee	Nancy Thompson
Linda Campbell-Hunter	Benita Hughes	Jim McGuire	Melissa Timm
Kathryn Carbin	Sarah Jacobs	Andrea Mulheisen	Cassandra Turner
Ryan Cowmeadow	Lois Jones	Natalie Novello	Kevin Valenti
Emily DeMeester	Julie Karbginsky	Kathleen Ochmanski	April Voss
Chelsea DeNio	Rebecca Knorp	EdTrineise Page	Amy Zonder
Nicole Dorell			

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Thank you to our sponsors for your generous support in making this event possible!

Breakfast Sponsor:



Silver Sponsors:

- Harbor Health Plan
- Homecare Assistance of Michigan
- Senior Helpers
- Wheelchair Getaways of Michigan

#### Registration:

Registration for the JJW Memorial Lecture will take place exclusively online at [www.jjw2016.eventbrite.com](http://www.jjw2016.eventbrite.com).

You must register by Monday, April 11, 2016.

#### Cost:

- Admission with CE's (NHA, SW only): \$30
- General Admission: \$25
- Students: \$20

#### Refund Policy:

Any conference attendee that cancels their registration before April 11, 2016 will receive a full refund. Attendees canceling after this time will receive a 50% refund.

#### CEUs:

This program has been approved for 2.5 continuing education credits for Social Work through the Michigan Social Work CE Collaborative, CE approval #011316-03; Nursing Home Administrator CE approval #489160002. Attendees must purchase a CE Admission ticket. CE certificates will be issued after total completion of the program. Sign-in, evaluation and sign-out are required.

#### Questions or special needs?

Contact Andrea Mulheisen at [amulheisen@aaa1b.com](mailto:amulheisen@aaa1b.com) or 248-262-9924

#### Judith J. Wahlberg

Judith J. Wahlberg spent 27 years with the Area Agency on Aging 1-B (AAA 1-B), serving in several key roles, including Controller and Chief Fiscal Officer. First diagnosed with breast cancer in 1998, she faced the disease courageously and successfully, all the while continuing her tireless work at the AAA 1-B.



Sadly, Judi lost her long battle with cancer eight months after her retirement in November 2006.

#### About the Judith J. Wahlberg Memorial Lecture

The Judith J. Wahlberg Memorial Lecture is a professional training lecture established by the Area Agency on Aging 1-B. Named in honor of Judith J. Wahlberg, who contributed more than a quarter of a century of service to support aging and long-term care services, the lecture is dedicated to enhancing professional development opportunities for those concerned about services and programs for older adults.

#### About the Area Agency on Aging 1-B

The Area Agency on Aging 1-B is a nonprofit agency responsible for services to more than 620,000 persons aged 60 and older residing in Livingston, Macomb, Monroe, Oakland, St. Clair and Washtenaw counties. Through the provision of home care and community-based services, older adults and persons with disabilities are given options that can help maintain their health and independence in their homes and communities.



Advocacy • Action • Answers on Aging

29100 Northwestern Highway, Suite 400  
Southfield, MI 48034

800-852-7795 • [www.aaa1b.com](http://www.aaa1b.com)

## Seventh Annual Judith J. Wahlberg Memorial Lecture

# Confronting our Biases: Ageism and Immigration

A 2.5 CE Conference  
for Aging and Human  
Service Professionals

Thursday, April 21, 2016  
8:30 a.m.-12:30 p.m.  
Shriner's Silver Garden Events Center  
24350 Southfield Road  
Southfield, MI 48075

Presented by:



[www.jjw2016.eventbrite.com](http://www.jjw2016.eventbrite.com)

# Agenda

This event focuses on two hot button issues in the field of aging: ageism and immigration. Attendees will learn how ageist beliefs have impacted nearly all aspects of our culture, and how we as advocates can push back while making progress for older adults. Attendees will also learn about the quickly changing demographics of the older adult immigrant population and how we can work together to meet their legal, psychological and physical needs.

**8:30 a.m.-9:00 a.m.**

**Registration and Continental Breakfast**

**9:00 a.m.-9:15 a.m.**

**Welcome and Introductions**

Tina Abbate Marzolf CEO, AAA 1-B

**9:15 a.m.-10:15 a.m.**

*Ashton Applewhite, BA - Author and journalist, recognized expert on ageism by the New York Times, National Public Radio and the American Society on Aging.*

**“Let’s Rock This Chair: No to Ageism, Yes to Aging”**

**10:15 a.m.-10:30 a.m. - Break**

**10:30 a.m.-12:00 p.m.**

*Mira Sussman, LMSW - Diversity and cultural consultant and training provider with a Masters of Social Work from University of Southern California.*

**“Immigration and Aging”**

**12:00 p.m.-12:15 p.m.**

**Wrap up and Evaluations**

## Ashton Applewhite, BA

Like many, Ashton Applewhite was concerned about quality of life issues that might arise with an increase in life expectancy, until she learned more. She found most people are happiest in their youth and senior years, older adults are less depressed than their counterparts, and a vast majority of Americans over 65 live independently. These facts may be surprising perhaps because of the existence of ageism in our culture. Her talk, *Let’s Rock This Chair: No to Ageism, Yes to Aging*, proposes alternatives to worrying about getting older, shakes up ageist messaging, and creates a place for a conversation among people.



### About Ashton Applewhite:

Author and journalist Ashton Applewhite has been writing about aging and ageism since 2007 in blog entitled *This Chair Rocks*. She is a Knight Fellow, New York Times Fellow, and a Columbia Journalism School Age Boom Fellow. The voice of *Yo, Is This Ageist?* Ashton has been

recognized by the New York Times, National Public Radio and the American Society on Aging as an expert on ageism. Risa Breckman, Executive Director of the NYC Elder Abuse Center, says, “Applewhite’s thinking is deep, her passion infectious, and her cogent message is spot on: we urgently need to have a national conversation about ageism to raise awareness about it and to stop it.”

## Mira Sussman, LMSW



The two fastest growing populations in Michigan are immigrants and seniors. In this session we will address how to best work with and serve the needs of clients who meet at the intersection of these demographics. We will address their legal, psychological and physical needs, and identify

key issues to help professionals avoid common challenges. We will identify potential immigration challenges clients face due to legal status, understand how the immigrant experience can hinder clients’ accessing and using senior services, and identify areas where cultural awareness and sensitivity are critical when working with families of older immigrants.

### About Mira Sussman:

Ms. Sussman is the owner of Mira Sussman, LLC, providing consultation and training to organizations on a variety of topics related to diversity and cultural competency. Mira has over 25 years of experience teaching groups and individuals of all ages. She ran the only refugee resettlement program in Washtenaw County for over 3 years, and successfully secured Federal, State and local funding to support and expand refugee and citizenship services. She has a Masters of Social Work from University of Southern California and a Masters in Jewish Communal Service from Hebrew Union College.



STATE OF MICHIGAN  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
AGING & ADULT SERVICES AGENCY  
LANSING

RICK SNYDER  
GOVERNOR

NICK LYON  
DIRECTOR

March 1, 2016

Tina Abbate-Marzolf, Executive Director  
Area Agency on Aging 1-B  
29100 Northwestern Hwy., Ste. 400  
Southfield, MI 48034

Dear Ms. Abbate-Marzolf:

On July 16, 2015, the Michigan Department of Health and Human Services, Aging and Adult Services Agency (AASA) conducted an on-site assessment of Area Agency on Aging 1-B. The assessment reviewed the agency's compliance with AASA Operating Standards, fiscal year (FY) 2014 area plan program outcomes and service delivery experience, and the agency's FY 2015 area plan implementation experience.

The Area Agency on Aging 1-B was found to be in compliance with the assessment items reviewed during the AASA visit.

Thank you for your cooperation during the assessment. Please direct any questions regarding this assessment to your assigned AASA field representative, Cindy Albrecht, at (517) 335-4016, or [AlbrechtC@michigan.gov](mailto:AlbrechtC@michigan.gov).

Sincerely,

Scott Wamsley, Director  
Technical Assistance, Support and Compliance Division

SW/sb

cc: Amin Irving, Chairperson, AAA 1-B Board of Directors  
Cindy Albrecht, AASA Field Representative

300 E. Michigan Ave.,  
Lansing, MI 48917  
or  
P.O. Box 30676  
Lansing, MI 48909-8176

**MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES  
AGING & ADULT SERVICES AGENCY (AASA)  
Assessment Feedback Report**

Area Agency: Region 1-B  
Assessment Date(s): July 16, 2015  
Page 1 of 1 Fiscal Year: 2015

(1) AASA Guide Reference	(2) Compliance Items and Recommendations	(3) Compliance Due Date	(4) Area Agency Response (Attach additional sheets if necessary)
AASA Compliance Assessment Guide, Sections I and II	None	None	

AASA: Complete columns 1-3 Send copy to Area Agency On Aging for review and response.  
AAA: Complete column 4 Return with response to AASA within 30 days.