## REPORT ON THE MICHIGAN COMMISSION ON SERVICES TO THE AGING May 15, 2015, Meeting at the Ramada Lansing Hotel and Conference Center, located at 7501 W. Saginaw Hwy.

1. **Michigan Department of Health and Human Services Presentation**

Nick Lyon, Executive Director: Director Lyon reported that while the merger will require time before it is complete, it is moving along and key personnel are already in place.

**II. AASA Director Report** **by Kari Sederburg, Aging and Adult Services   
 Agency**

**Michigan Dept. of Health & Human Services (MDHHS) - Merger Update**

We learned last week that we will have a new addition to the Aging & Adult Services (AASA) team! We are excited to welcome the Adult Services Policy section, formerly with the Dept. of Human Service, to the AASA team! We are still working out the details to figure out space, timing, etc. As for the rest of the merger, we are putting the Medicaid discussion on hold now with the announcement of Medicaid director Steve Fitton leaving. We want to be thoughtful in our approach and will need some time to sort through the details. So while our team will expand eventually, it won’t happen in the immediate future.

**Area Agency on Aging Annual Conference**

Last week was the 28th Annual AAA Conference – and what a great turnout! Director Lyon provided the keynote address on Thursday morning and had nothing but great things to say about the aging network. He is a great advocate for aging services – he even wore the “silver key” in support of the Silver Key Coalition, which advocates for home and community-based funding.

**LEAN Process Improvement**

The Long-Term Supports & Services LEAN Process Improvement Initiative is moving right along! The Cross Departmental Coordinating Council – made up of representatives from various departments/offices across state government – has been meeting nearly every other week and has been working with content experts to “map out” various programs/services. To date, they have met with AAA’s, Michigan Rehab Services, Ingham County DHS Home Health and Adult Protective Services, Centers for Independent Living, Private Duty Nursing, PACE and Care Management. The group is scheduled to meet with Options Counselors, Nursing Facilities, Veterans Programs, Behavioral Health, and the Bureau of Services for Blind Persons. I have attached a brief overview of the initiative. Please connect with Leslie (ShanlianL@michigan.gov) if you have any questions!

**Older Michiganian’s Day – June 2nd!**

A friendly reminder – Older Michiganian’s Day is on June 2nd on the Capitol Lawn. The event begins around 10:00AM and will run until 2:30PM. I will send out the agenda and platform once it’s finalized. We are hoping you will be able to join us!

**III Business Items**

**Request for Approval of Ombudsman Volunteer Training (OVT)** *Presented by Sarah Slocum, State Long Term Care Ombudsman****.***

The Michigan Department of Health and Human Services, Aging and Adult Services Agency, requests the Commission’s approval of Federal Title VII/A granted to AASA in the amount of $7,500 for FY 2015.  
Approved by the Commission

**Request for Approval of Contractual Services to Revise the Building Training…Building (BTBQ) Quality Personal and Home Care Aide Training Curriculum** *Presented by Lauren Swanson-Aprill, AASA Staff*

The Aging and Adult Services Agency requests the Commission’s   
 approval to use administrative funds up to $10,000 to contract for   
 revisions to the BTBQ Personal Care Aide training.Approved by the   
 Commission

**Request for Approval of State Advisory Council on Aging (SAC) Bylaws   
 Review Committee Draft of Proposed Changes** *Presented by   
 Commissioner Sheehan.*   
 The bylaws must be examined every three years. Revisions were suggested   
 by an appointed committee consisting of Commissioners Matthew   
 Adeyanju, Jerry Irby, Michael Sheehan, and Kristie Zamora. The   
 Commission approved them, and the revised bylaws will be presented to the   
 Advisory Council during its June meeting.

**Request for Approval of SAC Member Appointment** *Presented by Commissioner Michael Sheehan, SAC Chair*.

Sandra Falk-Michaels of Region 1-C was appointed to the Advisory   
 Council by the Commission. She will replace longtime SAC member   
 John Pedit, who died recently.

Approval of Aging and Disability Resource Collaboration (ADRC) Part B Sustainability Grant to Great Lakes Training, Inc. *Presented by Tari Muniz, AASA Staff.*

The Michigan Department of Health and Human Services/Aging and Adult Services Aging Agency requests approval of funding to Great Lakes Training for Motivational Interviewing training for ADRC person-centered counselors. The training will be held June 25, 2015. The Commission approved the grant in the amount of $1,500.

At the end of today’s meeting, there was a luncheon event celebrating DTE Energy’s and Consumers Energy’s 2014 Gatekeepers of the Year.

The next Commission on Services to the Aging meeting will be held at 9:00 AM on Friday, June 19, 2015, at 9:00 AM at the Turner Senior Resource Center, located at 2401 Plymouth Road in Ann Arbor. A Public Hearing on the Aging and Adult Services Agency State Plan will be held at that same location at 1:00 PM.

**Please note this meeting is open to the public, anyone wishing to attend may do so. Those needing accommodations to attend meetings should contact Carol Dye at (517) 373-8268 at least five (5) days prior to the meeting date.**

The next State Advisory Council on Aging meeting will be held at 9:00 AM on Thursday, June 18, 2015, at the Ramada Lansing Hotel and Conference Center, located at 7501 W. Saginaw Hwy., in Lansing.

Submitted by Commissioner Michael J. Sheehan

Michigan Commission on Services to the Aging and

Chairman, State Advisory Council on Aging

**DOCUMENTS**

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**Project LEAN**

**LEAN Process Improvement:**

Long-Term Supports & Services Initiative

**Mission: Why we exist; what are the missions of the groups currently represented?**

 \_Creating ease for persons of all ages seeking long-term supports and services.

 \_Offer streamlined and accessible Long-Term Support and Services (LTSS) for people of all ages, disabilities, and income levels, regardless of payment method using a “No Wrong Door” system.

**Vision: What we want to see happen; the future state**

 \_Each individual’s preferred outcomes are supported through an integrated, comprehensive, and coordinated person-centered system (MI-ROSY)

**Values:**

 \_Create a better customer experience – customers only tell their story once

 \_Based on person-centered planning outcomes

 \_Various stakeholder interests are balanced

 \_Foster interdepartmental coordination

 \_Structure of the government system is invisible for customer

 \_Sustainable system

 \_Eliminate redundancy in systems to create efficiencies

 \_Information that is available when and where it is needed (health, service, customer, etc)

**Value Stream Mapping**

 \_The Process Team of Subject Matter Experts (SMEs) meet to review the current process and evaluate any issues, opportunities and savings directly under each step in their process.

 \_The Lean Council will develop a comprehensive three-year plan to report on state level structural systems and financial barriers to access LTSS with recommendations to address the deficits.

**Recommendations**

 \_The Lean Council will review each groups Value Stream Maps and present all recommendations to the Sponsors including, Kari Sederburg, Nick Lyon, Duane Berger, Mike Zimmer and Scott Blakeney.

 \_The Council will recommend the following:

o Expanding a project to eliminate state-level barriers to streamlined LTSS access using Lean process improvement methods.

o Support cross-departmental coordinating council to provide oversight of ongoing development, implementation, financing, evaluation and continuous improvement.

o Build on the evolving work of ADRCs including, but not limited to a primary focus on person-centered thinking, counseling and planning.

o Reach consensus on implementation strategies for streamlining state-level benefit assessment, eligibility determination and enrollment systems/processes, including data sharing capacity across state systems.

o Transmit new requirements to grantees and contractors involved in LTSS for consistency and streamlined access through development of new policy and regulation.