



FACT SHEET

- WHO:** DETROIT AREA AGENCY ON AGING (DAAA)
- WHAT:** DAAA is a private, non-profit agency that was established in 1980 to assist older persons and adults with disabilities and their caregivers in maximizing their personal independence and dignity through the removal of social, economic, physical and psychological barriers. With a special emphasis on older persons who are frail, low-income and/or minority, the organization is a regional senior planning, funding and advocacy agency. DAAA is one of sixteen Area Agencies on Aging in Michigan, and part of the 670 in the United States. By working with our network of social service organizations, DAAA's employees are able to serve thousands of older adults and adults with disabilities and their caregivers through programs that support eldercare services.
- WHERE:** DAAA services a region of nine communities including Detroit, Highland Park, Hamtramck, Harper Woods and the five Grosse Pointes, and is located in central and eastern Wayne County in a planning and service area known as Region 1-A. The main office is located near Detroit's Eastern Market at 1333 Brewery Park Blvd., Suite 200, Detroit, MI 48207-4544, just north of the intersection of Gratiot and Russell.
- MISSION:** Our mission is to educate, advocate and promote healthy aging to enable people to make choices about home and community-based services and long term care that will improve their quality of life.
- SERVICES:** DAAA is responsible for administering and coordinating a comprehensive system of home and community-based services. For your convenience, we have listed DAAA's departments, programs, and services in the pages following.
- CONTACT:** For more information about any of the divisions, departments and programs in this fact sheet, please call (313) 446-4444

PLANNING & COMMUNITY ACCESS

- **Planning**

The Planning department is responsible for the development of the Multi-Year Plan and annual updates. This department is responsible for facilitating the development of grants, collecting and analyzing data, and coordinating research efforts to support program development.

- **Community Access**

The Community Access Department serves as the gateway to all of the services and programs provided by the DAAA. The agency's goal is to provide a high quality person-centered customer experience while managing the hundreds of calls we receive on a daily basis. Community Access uses a strength-based approach to ensure that consumer's needs are met every time they choose to interact with the Detroit Area Agency on Aging.

- ***Intake and Assistance***

Provides basic Intake functions and offers appropriate referrals to community resources including but not limited to home delivered meals, community meal sites, Long Term Care Services – Medicaid Waiver and Care Management programs, housing options, home repair and weatherization programs, utility bill assistance, legal needs, homemaker assistance, Medicare and Medicaid information counseling (MMAAP), transportation programs, employment services, elder abuse and fraud awareness services, Ombudsman and advocacy, and wellness and disease management programs.

- ***Screening and Assessment***

Call Specialists certified by the Alliance of Information & Referral Systems (AIRS) ensure that consumers have access to appropriate and necessary Home and Community-Based Services. Consumers are assessed and telephone pre-screened for Home Delivery Meals, MI Choice Medicaid Waiver, and Project CHOICE Care Management.

- ***Case Coordination and Support***

Community Living Counselors support consumers and their families in the long term care decision making process through options exploration and eligibility and benefits counseling. Through the economic security initiative, consumers are assessed for benefits eligibility and referred to an established collaborative network of providers that can address long term financial security needs.

- ***Initial Assessment***

Registered Nurses and licensed Social Workers conduct in-home initial assessments, levels of care determinations and Medicaid eligibility determinations for nutrition and waiver programs.

COMMUNITY SERVICES

The Community Services division focuses on creating, implementing, and maintaining new and innovative programs that expand the services provided by the agency's service providers.

- **Provider Development**

Provider Development facilitates service provider capacity building through training, technical assistance and support, and the sharing of best practices among our service provider agencies.

- **Healthy Aging**

Detroit Area Agency on Aging supports a number of evidence-based programs that promote healthy aging in our community. Programs include:

- ***PATH*** - a 6-week workshop that gives participants the skills and tools needed to better manage their chronic healthy conditions.
- ***EnhanceFitness*** – an exercise program for older adults that combines strength training, flexibility and cardiovascular conditioning three times per week.
- ***Diabetes Self-Management Program*** - a 6-week workshop that gives participants the necessary tools to manage their diabetes.
- ***Matter of Balance*** - an 8-session program that is designed to reduce the fear of falling and increase the activity levels of older adults.
- Other programs include:
 - During the summer, ***Senior Project FRESH*** provides coupons for the purchase of fresh, locally grown fruits and vegetables from authorized farmers markets to individuals 60 years of age and older who meet the income criteria.
 - The ***Grandparents Raising Grandchildren Committee*** is a collaborative of agencies working together to provide services to kinship caregivers.

- **Michigan Medicare/Medicaid Assistance Program (MMAP)**

MMAP is a free benefit counseling service dedicated to serving Michigan’s older adults and individuals with disabilities, and those who serve them. The program strives to empower individuals with information so that they can make informed health benefit decisions, as well as to promote awareness of detecting and reporting suspected Medicare and Medicaid fraud and abuse.

- ***Nutrition Services (Detroit Meals on Wheels-DMOW)***

A government funded program that provides hot, nutritious meals to thousands of seniors in the DAAA service area. The programs offered are:

- **Home Delivered Meals**

The Home Delivered Meal Program provides five nutritious meals per week to homebound people age 60 years or older who are unable to obtain or prepare complete meals. The program offers clients the choice of five frozen meals to be delivered once per week or a hot meal delivered five days per week, Monday through Friday. Liquid nutrition is available for seniors 60 years or older who are unable to eat solid food and have a prescription from a physician for liquid nutrition.

- **Congregate Meal Program**

The Congregate Meal Program provides nutritious meals to people 60 years or older and their spouses five days a week, Monday through Friday at various locations in the community. All facilities are barrier-free and handicap accessible. There is no charge for the meal, however, contributions are encouraged, accepted, and used to improve the program. Nutrition education is provided regularly and transportation to and from the meal site is provided at some locations.

- **Holiday Meals on Wheels (HMOW)**

HMOW is primarily supported through corporate, private and community funds making it possible to feed thousands of homebound seniors on Thanksgiving, Christmas, Easter and Labor Day. Fundraising for HMOW is a grassroots effort initiated by DAAA staff that raises private contributions. The program depends on hundreds of volunteers to pack and deliver a hot nutritious meal to homebound seniors on each of the four holidays.

- **Mature Workers Program**

The Mature Workers program is part of the Senior Community Service Employment Program (SCSEP) which is the only federally-funded employment and training program for older workers. It provides on-the-job training services and placement for adults age 55 years or older who are low-income and would like to re-enter the workforce.

FINANCE

The DAAA Finance Division supports our service provider network, manages contract compliance, and home repair services.

- **Service Provider Network**

The Service Provider Network consists of local service provider organizations offering a wide array of services to older adults, adults with disabilities, and caregivers. The agency procures provider services on a contractual and direct purchase arrangement. The service provider network provides services that strengthen the network, ensure its strategic positioning to compliment the direction of long term care services, and to meet the changing needs of today and tomorrow's senior citizens.

- **Contract Management**

Contract Management works with our service providers to ensure contract compliance through audits and financial assessments.

- **Home Repair**

The Detroit Area Agency on Aging also provides home repair services to seniors who cannot complete repairs themselves due to financial circumstances or a disability.

- **Medicaid Eligibility**

The eligibility staff screens and enrolls individuals to the MI Choice Medicaid Waiver program according to age, income, medical/level of care and eligibility criteria. It is the DAAA's policy to verify Medicaid Waiver eligibility and ineligibility as it pertains to each enrolled participant and applicant. Staff refers applicants to community-based services when an individual refuses Waiver services and/or is Waiver in-eligible. Staff assists the applicant/participant with various Department of Human Services forms regarding Medicaid coverage (i.e. Medicaid application, redetermination packet, Hearing & Appeals, chore grant disenrollment, etc). Staff documents all communication regarding financial eligibility electronically utilizing the PICK (Portable Information Collection Kit) system as well as tracking tools.

LONG TERM CARE SERVICES

This division consists of the MI Choice Medicaid Waiver Program, Project Choice/Care Management Program, Transition Services and Veteran Directed Home and Community-Based Services.

- **MI Choice Medicaid Waiver Program**
MI Choice is funded by Michigan Department of Community Health to serve frail adults 65 years or older and persons who are physically disabled age 18 or older, but they must meet Medicaid financial medical eligibility requirements. The program provides a wide range of home and community-based services coordinated by a care manager to assist participant to remain as independent as possible within the community.
 - **Transition Services**
Transition Services involve the actions needed to assist older adults and persons with disabilities return to their community and maintain independence.
 - **Nursing Facility Transition Services (NFTS)**
The Nursing Facility Transition Services (NFTS) program gives seniors and disabled adults the opportunity and choice to consider community-based living as a viable alternative to nursing facility residency. The person must have the desire to live independently, and based on eligibility may receive care services and support once transitioned. NFTS assists people with returning to their own homes, moving in with family members or friends, or finding other independent living arrangements such as a new apartment. NFTS will also assist and refer clients to other support services in their community.
 - **Residential Services Waiver Program**
The Residential Waiver Program is a new Michigan Department of Community Health option approved by Centers for Medicare and Medicaid Services (CMS) that allows seniors and adults with disabilities to transition from nursing facilities or the community at-large into Adult Foster Care Homes or Homes for the Aged. Participants must meet MI Choice Waiver eligibility criteria medically and financially.

- **Project CHOICE**
The Project CHOICE/Care Management Program funded by the Michigan Office of Services to the Aging (OSA) helps families find, mobilize and coordinate a variety of homecare and other services needed by frail, homebound older adults at risk of entering a nursing home or other institution. The program promotes independent living at home. Certain criteria must be met to be considered for enrollment in Project CHOICE.

- **Veterans Directed Home and Community-Based Services**
This is a national pilot program launched between the Administration on Aging and the Veterans Administration. The goal of this program is to utilize the expertise of the Area Agencies on Aging to provide home and community-based services to veterans. DAAA is currently partnering with the John Dingell Veterans Administration Medical Center.

ADMINISTRATION

This department handles the oversight of the agency's operations which include Human Resources, Office Operations, Fund Development and the Long Term Care Ombudsman.

- **Fund Development**
The Fund Development Department oversees and assists in three major annual fundraising activities such as the Holiday Card Campaign (where dedicated staff has consistently raised enough dollars to sponsor a holiday delivery of hot meals to over

5,000 homebound seniors); the Golf Tournament; and a Summer Cruise on the Detroit River. This is a grassroots effort to obtain support from corporations, churches, organizations and individuals. This department builds public awareness to increase donations and the number of volunteers that support Detroit Meals on Wheels, and oversees the communications and marketing department activities.

- ***Communications and Marketing***

This department implements marketing campaigns and media relations plans, implements production of agency collateral and signage to insure branding. It supports internal and external communications, provides strategic planning, collateral production and logistical implementation of special events, handles agency media communications and coordinates agency outreach activities.

- ***Outreach Services***

The program reaches out to older adults providing educational materials to those who need benefits or other services to maintain their independence in the community. Interdepartmental staff and volunteers participate in the distribution of agency collateral and promotional materials at information fairs and other special events throughout the year.

- **Long Term Care Ombudsman/Advocacy Service**

The key goals of DAAA's Long Term Care Ombudsman/Advocacy (LTCOA) Program is to provide assistance and advocacy services to residents of long-term care licensed facilities (i.e., Nursing Homes, Homes for the Aged, and Adult Foster Care Homes), to investigate and attempt to resolve complaints made by or on behalf of residents, through problem identification and definition. The goals are also to provide education regarding rights, provision of information on appropriate rules, and referrals to appropriate community resources. The service also involves assistance to prospective long-term care facility residents and their families regarding placement, financing and other long-term care options. Identification and sharing of best practices in long-term care service delivery, with an emphasis on promotion of Culture Change, is also part of the service. The Long Term Care (LTC) Ombudsman Program actively works to improve the long term care system representing the interests of long term care residents and monitoring the development of federal, state, and local laws, regulations and policies. Each LTC Ombudsman Program must provide the following elements: (1) Consultation/Family Support, (2) Complaint Investigation/Advocacy, (3) Non-Complaint Related Facility Visits, (4) Community Education, and (5) Volunteer Support.

- **Advocacy**

The Community Advocacy Network (CAN) has been established to educate and engage the community to advocate for consumer rights in long term care reform through long term education, promotion of consumer rights, and grass roots advocacy. The activities of CAN will focus on five core service areas: Access, Community Living, Healthy Aging, Nursing Facility Care and Public Policy.