



Region IV Area Agency on Aging

# Annual Report 2020

Offering Choices for Independent Lives





**Lynn Kellogg**  
RIV AAA CEO

**Mission:**  
Offering Choices for  
Independent Lives

**Vision:**  
Through choice and  
range of service, every  
aging adult lives a  
quality life.



# From the Desk of Lynn Kellogg

## A Year of Rediscovering the Richness of Working Together

What a year!! The first half we went gangbusters with partnerships and services galore, exceeding past thresholds and charging forward. We won recognition as one of the 20 best places in Southwest Michigan to work from Moody on the Market. Reader's Choice voted Region IV Area Agency on Aging the best not-for-profit in the region, and we brought home the National Association of Area Agencies on Aging's top national honor for service innovation in regards to Opioids: Safe use, Safe Storage, a Healthier You; a partnership with Berrien County Health Department to bring opioid education to isolated seniors.

Then came COVID-19 and what did we do? We pivoted, went remote and re-invented ourselves to figure out the new world. Partnering with the state and working with local mask makers to distribute masks to vulnerable adults and the direct care workers helping them was first and foremost.

The Campus for Creative Aging went virtual and expanded its reach. We partnered with the state and many community organizations in multiple food distribution efforts to provide weekly quarantine boxes, produce boxes, and dairy boxes.

AAA staff whose jobs changed dramatically shifted to launch Friendly Callers to create weekly connections to help fight isolation. Partnering with AAA's many in-home service provider affiliates, we crafted a Rapid Response COVID discharge system to assist hospitals and health departments respond successfully when COVID positive seniors chose to convalesce at home.

Hard, heart-breaking, exhausting. We learned again the richness and strength of what an inter-dependent community can do together.

The work continues - our sincere thanks to all,

**Lynn Kellogg**  
CEO Region IV  
Area Agency on Aging

## Region IV Area Agency on Aging

*A private not-for-profit corporation established in 1974*

**Area Agency on Aging (AAA)** offers programs and services that make a difference in the lives of all older adults.

AAA staff are **Specialists in Aging** working to ensure the highest quality of life, throughout life. Efforts are focused on performing three primary roles:

1. **Planners and Developers** of a network of community supports and services to assure choices and enable people to maintain their independence and dignity.
2. **Access Experts** helping people connect with the information and resources they need.
3. **Advocates** on behalf of older individuals and persons with disabilities.

AAA maintains services largely through contracts and purchase agreements with local provider organizations and monitors agencies to ensure the job is done efficiently and effectively.

Services available through the Area Agency on Aging fall into the following categories: **Community-Based Services, Access Services, In-Home Services, Elder Rights, Advocacy,** and services or activities that AAA co-sponsors or participates in through **Community Collaborations**. The report of activities on the following pages is organized by those main service categories. Clients may be duplicated among service categories.



## Board of Directors

Bernie Williamson, Chair	Brenda Cuddeback
Donald Hanson, Vice-Chair	Jim Everett
Don Radde, Treasurer	David Kirshenbaum
Hon. Mabel Mayfield, Secretary (Oct-Dec. 2019)	Gail Patterson-Gladney, Van Buren Alternate
Melinda Gruber, Secretary (Jan-Sept 2020)	Gladys Peeples-Burks
E. Clark Cobb	David Vollrath

## Advisory Council

Ray Cruse, Chair	Debra Johnson	Linda Cook MacDonald
Chuck Filibeck, Vice-Chair	Patty Klug	Ruth Newton
Jeannette Ahmed	Lee Lull	Robin Sarkar
Art Fenrick		

## Computer Learning Center Steering Committee

Dennis Bowen, Chair	Robert Hopkins	Charles Olszewski
Renard Baldwin	Tom Johns	Richard Shadler
Robert Barnhurst	David Laetz	Jack Sukup
Martin Dixon		

## Access Services

### Client Impact Story: Finally Able to Afford His Insulin

Joseph\* could not afford the \$600 cost of insulin to manage his diabetes. To reduce cost, he often rationed his insulin to make it last longer.

After calling the **Area Agency on Aging Information Line for Aging and Disability**, Joseph was connected to the **Michigan Medicare/Medicaid Assistance Program (MMAP)**.

MMAP staff helped Joseph apply for financial assistance to pay for his medications. The "Extra Help" program dropped his insulin out of pocket costs from \$600 to just \$8.95.



Because of MMAP, Joseph can stop rationing his insulin.

"Joseph cried when I told him it dropped the cost to \$8.95 per month. Like so many people out there, he didn't know there were services available that were designed to help him, and that is what we are able to do with MMAP. **We connect people in need to the services that can greatly help their lives and health,**" says Mistelle Sleight, Region IV AAA MMAP Regional Coordinator.

*Access Services provide people with information and streamlined access to services that improve their ability to make educated decisions regarding their options for independent lives.*

#### Access Services/800 number

#### Clients Served

Information and Assistance/Info-Line. 800 number	14,194 requests 969 referrals from community agencies 193 older adults received emergency assistance
Michigan Medicare/Medicaid Assistance Program (MMAP)	3,091
Care Management	1,438 enrollments
Nursing Home Transition	72
Housing Coordination	304
Caregiver Support	1,105
Transportation	795
Custom Care	31

**MMAP Counselors helped area seniors save over \$4 million in out-of-pocket costs in FY 2020.**



### Client Impact Story: A Place of His Own

Last year Steve found himself in danger of being homeless and in need of major medical attention. His home had been condemned, and he needed three toes amputated due to developing gangrene from frostbite.

He checked into a facility and after surgery and extensive physical therapy, he learned how to walk again. **As he became healthier, he wanted to have his own place again; to be independent.**



*"I am a God-fearing man and I know a blessing when I see one. And Area Agency on Aging has been a blessing."*

Steve worked with AAA staff to make that happen. Together, they identified the steps to reaching Steve's goals. **The Area Agency on Aging Nursing Home Transition program coordinated everything Steve needed for a successful transition to living an independent life.** "They helped me find my apartment, helped me fill out the application and submit it, and helped me get my full Social Security Disability Insurance. They helped me find a way to pay the first month rent and the deposit, got me furniture, and everything I need in the apartment," says Steve.

*In-Home Services are services provided in clients' homes to help them live at home or the place of their choice.*

<u>In-Home Services</u>	<u>Clients Served</u>	<u>Impact</u>
Community Living Supports	701	574,138 hours
Home Delivered Meals	1,282	223, 147 meals
Personal Care Services	48	3,407 hours
Homemaker Services	105	10,808 hours
Emergency Response Systems	319	2,725 months of service
Professional Nursing Services	75	3,890 hours
In-Home Respite Care	14	5,008 hours

## Community-Based Services

*Community-Based Services are services available in the community to assist people in living healthier, safer and more active lives.*

<u>Community-Based Service</u>	<u>Clients Served</u>	<u>Total Amount</u>
Dining Sites-Drive Through Meals	1583	33,835 meals
Adult Day Services	65	13,271 hours
Out of Home Respite Care	11	97 days respite services
Health Promotion/Disease Prevention	238	12 classes
Senior Community Employment Program (SCSEP)	4	2, 438 hours of training
Computer Learning Center	41	7 classes
Long Term Ombudsman/Elder Abuse Prevention	492	597 hours of services
Legal Assistance	269	894 hours of services

***Area Agency on Aging experienced a 56% increase in the request for Home Delivered Meals in FY 2020.***  
*Through providing support to community partners, Senior Nutrition Services and Cass County Council on Aging, we were able to deliver almost a quarter of a million meals directly to seniors homes.*

Virtual programming and partnership were expanded to further the scope and reach of the Campus for Creative Aging promoting Aging as a time of Creativity, Purpose, Growth and Learning.

Organizational partners and a growing number of community-minded individuals are working together to ensure people in southwest Michigan have access to the tools, information and support needed to make the most of their retirement years.



<u>Campus for Creative Aging</u>	<u>Clients Served</u>	<u>Total Hours</u>
In Person Classes	328	681
Virtual Classes	749	1075
You Tube Views	559	38
Social Media Views	891	47

## Volunteer Services

### Volunteer Impact Story: A Heart for Children

Lucille "Granny" Evans began volunteering with Area Agency on Aging's Foster Grandparent Program in 1999.

Since then she has helped hundreds of elementary school age children learn their sounds, letters, numbers, and more importantly, has given them someone to rely on when they need extra help.

The program provides a way for volunteers age 55 and over to stay active by serving children and youth in their communities, while also connecting children to a caring older mentor in the classroom.

"I have had such great experiences with the children. I get joy out of helping kids. I feel good when I am helping a child learn," Says Granny Evans. "I take their little fingers and show them how to trace the letters and help them (recognize) the shapes."

She stays in contact with many of her students and feels joyful every time she sees one of 'her kids' graduate.

For 21 years, 88-year-old, Granny Evans has been helping children succeed while staying active herself.



**Area Agency on Aging volunteers served a total of 113,322 hours in FY 2020. The value of their service back to the community is greater than \$2.7M\***

Volunteer Services	Volunteers	Total Served	Total Hours
Foster Grandparent Program	79	732	88,823
Senior Companion Program	26	117	19,822
Emergency Food Deliver	12	30	360
Board of Directors	12	AAA Service Area	124
Advisory Council	11	AAA Service Area	96
Campus Teachers	24	78	441
Friendly Caller Line	26	5000 calls	2500
Face Mask Makers	68	4500 Face Masks	1166

\*Based on The Independent Sector national average value of volunteer service.

## Advocacy

FY 2020 AAA's advocacy efforts focused on highlighting the many reasons why the state, nation, and policymakers need to enable older adults to age safely in their homes by providing critical supports and services through the Older Michiganian's Act, Older Americans Act, Medicaid, Medicare and other policy strategies.

Staff served on the **Older Michiganian's Day (OMD)** and **Silver Key Coalition** steering committees as well as the **Olmstead Coalition**.

Region IV AAA led the state in facilitating a **write-in letter campaign** in support of the 2020 OMD platform giving seniors a direct voice in advocacy conversations. Over **600 handwritten letters** from older adults in southwest Michigan were sent to state legislators in support of the OMD platform. Call-in information was provided to **300 seniors enabling them to call** and directly advocate for themselves.

Staff met with state and federal elected officials, and participated in four **tele-town halls** to educate policy makers and the general public about the struggles older adults face due to COVID.

Two AAA delegates met virtually ten times in FY 2020 with the state **Michigan Senior Advocates Council** to be educated on policy issues and meet virtually with legislators to advocate for issues of importance to Michigan's older population and younger persons with disabilities.

Staff provided AAA Board, Advisory Council, service providers and other interested parties with **advocacy alerts and information on public policy issues** impacting older adults and younger persons with disabilities throughout the year.



**Senior Action Day**  
**#ActionForSeniors #AgingStrong**

*Dear Representative (Governor, Senate & House Representatives)*  
*The services have saved my life and made my life more livable and safe. My mind is stronger & I would not fit into a nursing home. But I can live more independently in my apartment. Thank-you for reading this letter. I know millions of Seniors feel the same as I do.*  
*Sincerely,*

## Local and National Awards

Region IV AAA is known nationally and locally for its innovative efforts. Thanks to the diligence of its staff, volunteers, board, advisory council and community partners, Region IV AAA was recognized with the following local and national awards in FY 2020:



**1st Place National Aging Innovations Award for**  
**'Opioids: Safe use, Safe Storage, a Healthier You'**  
National Association of Area Agencies on Aging (n4a)

**Best Campaign Growth Award**  
United Way of Southwest Michigan

**Partner Agency Award**  
Senior Services of Van Buren County

**Reader's Choice Best Local Non-Profit**  
The Herald Palladium

**Top 20 Places to Work in SW Michigan**  
Moody on the Market





## Community Collaborations

Region IV Area Agency on Aging believes in the power of collaboration. The spirit of collaboration inspires ideas, strengthens advocacy, expands programs, and ultimately provides access to new tools and resources in order to widen the range of services for older adults and people with disabilities. Area Agency on Aging is proud to collaborate with the following organizations and businesses to create programs and services that will benefit older adults, caregivers and people with disabilities.

**Rapid Home and Community Based Services (HCBS) COVID-19 Response** – AAA partnered with Spectrum Health Lakeland to ensure minority communities disproportionality impacted by COVID-19 had increased access to home-based services post-hospitalization or while convalescing from COVID-19 at home.

**Aging Health Equity & Policy Planning Initiative** – AAA partnered with Bronson Health System, InterCare Community Health Network, Senior Services of Van Buren County, Tri-County Head Start, Van Buren/Cass District Health Department, Van Buren Community Mental Health and Van Buren DHHS, to secure a 2-year planning grant aimed at creating an actionable plan to build community capacity & connectedness to address the root causes of disparate health outcomes among minority older adults through systems-level policy change.

**Community of Care Transformation Strategy** – AAA partnered with Spectrum Health Lakeland to secure a two-year grant aimed at developing a community-wide strategy for creating a person-centered community of care for older adults and caregivers. Project aim is to address structural and cultural barriers to person-directed, coordinated, quality care and support for aging people with complex care needs, inclusive of their caregivers.



**Quarantine Boxes, Fresh Produce and Facemask distribution** – Partnerships with Aging & Adult Services Administration, Berrien Community Foundation, Cass County Council on Aging, Senior Nutrition Services, Senior Services of Van Buren County, Southwest Michigan Community Action Agency, United Way of Southwest Michigan and numerous community volunteer mask-makers to distribute fresh produce, shelf-stable meals, and facemasks to seniors throughout the tri-county region.



**Other Collaborations:** AAA sits on numerous Boards, Councils and Committees and participates in other area collaborations. Some examples include:

Cornerstone Alliance, Healthy Berrien Consortium, Silver Key Coalition, Older Michiganians Day, three county Human Services Coordinating Councils and Continuum of Care groups, TRIAD, Berrien, Cass and Van Buren County Public Transit, Foundations and United Way of Southwest Michigan, Berrien Community Foundation, Michigan Homeless Assistance, Chief Elected Officials Council, Great Start Collaborative, Strategic Leadership Council, Van Buren County Health Committee and more.



# Region IV Area Agency on Aging COVID-19 Response

## Regional Impact Data Report

In March of 2020 Region IV Area on Aging was called to action to care for the population most vulnerable to the COVID-19 pandemic. Through partnerships with the State of Michigan, aging network partners, United Way, Berrien Community Foundation, countless volunteers, and dedicated staff, we were able to keep the older adults of Berrien, Cass, and Van Buren Counties safe, informed, fed, and connected.

141,289 Meals  
Home Delivered  
Meals to Area Seniors



During the shelter in place order we experienced a 56% increase in the need for meal delivery to area seniors. Through providing support to our community partners, Senior Nutrition Services and Cass County Council on Aging, we were able to facilitate this need.

5,800 Phone Calls  
Friendly Calls To  
Isolated Seniors



AAA launched a friendly caller initiative to serve isolated seniors. This phone line provides reassurance, helps connect them to services they may need, and ensures they are not feeling lonely or isolated while sheltering in place and staying safe.

\$682,082  
Support for Direct  
Care Workers



AAA provided support for direct care workers serving COVID positive seniors, other vulnerable adults and younger persons with disabilities, by providing increased hazard pay, childcare cost support, personal protective equipment, and gas cards for transportation.

4,500 Face Masks  
Collected for  
Seniors & Caregivers



Volunteer groups and area non-profits helped us sew, secure, and coordinate, mailing face masks to all the clients we serve, and many of the family caregivers who help them. This gives them an added layer of protection when care providers, and eventually visitors, come into their homes.

8,384 Food Boxes  
Shelf Stable Meals &  
Fresh Produce



AAA took the helm coordinating non-profits, senior centers, Meals on Wheels, commodity sites, and food banks for distribution and delivery of quarantine boxes and fresh produce boxes provided by the state and the USDA. These boxes nourished seniors who couldn't go to the grocery store.

34,747 Hours  
Providing Individual  
Care & Counselling



Our Care Management and Provider Network team continued providing care for COVID-19's most vulnerable population. In addition, our Information & Assistance line received 3,000 unduplicated calls for person specific needs and answered United Way's MI-211 forwarded calls.

As the COVID-19 Pandemic continues, we remain committed to helping our region navigate these uncertain times. We have created a ZOOM instruction guide for older adults to learn how to join online classes, and connect with their families and friends virtually. We continue to post helpful information on our social media pages with an average engagement rate of 913 unique users per day. We also will continue weekly friendly-calls to area seniors, to help anyone needing food and/or meal delivery, and share vital information with the community.



## COVID 19 Response

### Client Impact Story: Rapid COVID HBCS Response Helps Family

Mark learned his mom and dad were not responding to wellness calls, so he called his mom right away. When she answered, her voice sounded weak.

He drove to his parents home in Benton Harbor from Lansing to check on them. When he walked into the house, both were burning up with fever. He took them to the E.R. and learned they both had COVID.

After a lengthy hospital stay, Mark got word his mom would be cleared to go home but she was too weak to cook, clean the house, shop for necessities, or bath herself regularly. His dad still needed inpatient care.

Mark didn't know what to do. He still had a full-time job in Lansing. That's when Mark connected with Area Agency on Aging's Rapid Response COVID-19 Home & Community Based Services.

AAA Care Management staff arranged for the delivery of two meals per day and for a Direct Care Worker to come to the house twice a day to help with personal care and household chores. Mark says it was a big relief to know his mom was taken care of and there was someone there to help his mom when he couldn't be there.



*"I can't say enough about what she (AAA Care Manager) did for us. She was a bright light in our family's darkest time,"*

**-Mark AAA Client's Son.**

### Client Impact Story: Friendly Caller Service Fights Isolation

Many older American's found themselves isolated and unable to connect with family and friends during the pandemic. By the third week of the stay at home order, 66-year-old Sandra\* was overwhelmed with loneliness and was growing desperate.

That's when she reached out for help and got connected to the AAA Friendly Caller Program.

Staffed with caring, trained and carefully screened volunteers, the Friendly Caller Program provides friendly reassurance, helps seniors connect to needed resources, and most importantly, makes sure seniors are not feeling lonely or isolated.

Open to any senior who would like to connect with a friendly person to talk to while sheltering in place during the pandemic, the Friendly Caller Program soon became a lifeline for many. Including Sandra.



*"This phone line is the reason I am doing better"*

**-Friendly Caller Program Client.**

## Annual Contractors

Community-based services funded by the Michigan Aging and Adult Services Agency (AASA) with Older Americans Act, Older Michiganian's Act, and other State funds are contracted on an "annual contract" basis. Request for Proposals are issued every three years based on an AASA and AAA approved Multi-Year Plan. The AAA annual contractors and the services provided in FY 2020 are as follows:

Provider	Service
Berrien County Health Department	Opioid Education
Cass County Council on Aging	Adult Day Care; Transportation; Caregiver Training
The Avenue Family Network, Inc.	Adult Day Care; Caregiver Training
Legal Aid of Western Michigan	Legal Services
North Berrien Senior Center	Transportation (serves 7 senior centers in Berrien Co.)
Senior Nutrition Services	Congregate Meals-12 Dining Sites; Home Delivered Meals
Senior Services of Van Buren County	Transportation

## Direct Service Purchase Partners

The Care Management Program purchases in-home and transportation services according to individual care plans and a Direct Service Purchase Bid Agreement with credentialed community service providers.

### DIRECT SERVICE PURCHASE PARTNERS

A. J. Jaeger-Heiden	Cozy Hill	Mom's Meals
A+ Nursing	Critical Signals Technologies	Oaklawn Manor
A Place Called Home in Dowagiac, LLC	Decatur Assisted Living	Old Farm Living Center
A Day to Remember	Ferny AFC Home, LLC	Orkin, LLC
Accessible Design Solutions	Forest Glen Assisted Living	Private Duty Home Healthcare
ADT, LLC	Fresh Perspective Home Care	Quality Nursing Services
Advantage Private Nursing	Functional Homes	Ready Ride Transportation
Airway Oxygen	G. Mencl Builders	Resource Transportation
Alick's Home Medical Equipment	Great Housekeeping	Rick's AMT
Alliance Home Health Care Svc, Inc.	GT Independence	Right At Home - Southwest Michigan
Alternative Home Care, LLC	Guardian Medical Monitoring	River Ridge Retirement Village
Always Best Care - Michiana	Guardianship and Alternatives	Senior Companion Program
Angel Hands Home Health Care, LLC	Harbor Habitat for Humanity	Senior Nutrition Services
Arcadia Home Health Care & Staffing	HomeCare Transitions, Inc.	Senior Services of Van Buren County
Berrien Bus	HomeJoy of Kalamazoo	Serenity AFC
Betsab Services, LLC	Homestyle Direct	Shangrila Home
Birch Harbor	Home Sweet Home In-Home Care	Stately Living
Bridgman Retirement Home #2	Lajoy FI, LLC	Stuart Wilson
Carol's AFC Home	Lakeshore Home Health Care	TCATA
Cass County Council on Aging	Lakeside Villa	The Avenue Family Network, Inc.
Cass County Transportation Authority	Leisure Living Mgmt of Buchanan	The Willows
ComForCare	Longacres/Serenity Shore AFC	Valued Relationships, Inc./VRI
Comfort Keepers - St. Joseph	Maple Lake Assisted Living	SMCAA
Companion Care In Home Help Aides, LLC	Maple Lake Builders	VBEMS
ConnectAmerica	Meadowview Home AFC	Van's Medical Equipment of Lakeland
Country Manor Care Center, LLC	Medic 1 Ambulance	Visiting Angels
	Miller's Assisted Living	White Oaks Assisted Living

## Supplemental Needs Partners

Supplemental Need purchases on behalf of Area Agency on Aging Care Management clients are one-time in nature and can include services, supplies or equipment. These purchases are typically necessary in order to keep the client safe and able to continue living independently in their home. Supplemental need purchases were ordered from the following businesses in FY 2020:

**SUPPLEMENTAL NEEDS PURCHASES:** Ace Plumbing & Heating, Advantage Plumbing, Amazon, Amigo Mobility Center, Arrow Pest Control, BinTris Moving & Storage, C. Morris Construction, Franklin Pest Control, Future Construction, Home Comfort Experts, Home Depot, Jim's Heating Services, Life Alert, Lowe's, Mattress Warehouse, Meijer, National Seating & Mobility, Inc., Paw Paw Village Pharmacy, Pest Pros of Michigan, LLC., Pump That Septic, Rite-Aid, Roto-Rooter, Ryan Electric, ServiceMaster of Kalamazoo, Short-N-Sweet Lawncare, Stanley Steamer Great Lakes, Inc., Superior Van & Mobility, SWMI Community Action Agency, Vertical Innovations, Walmart, Walgreens

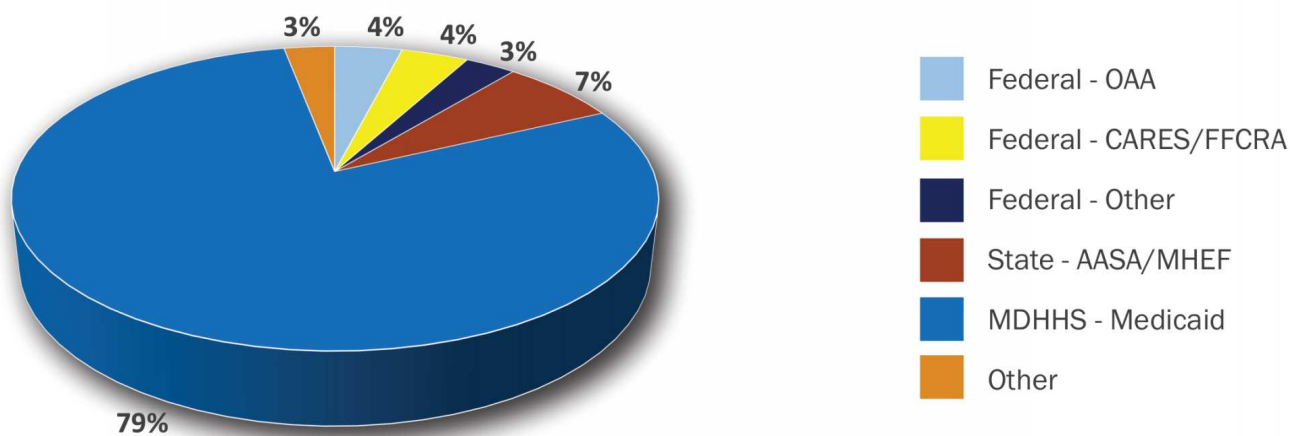


# Financial Snapshot

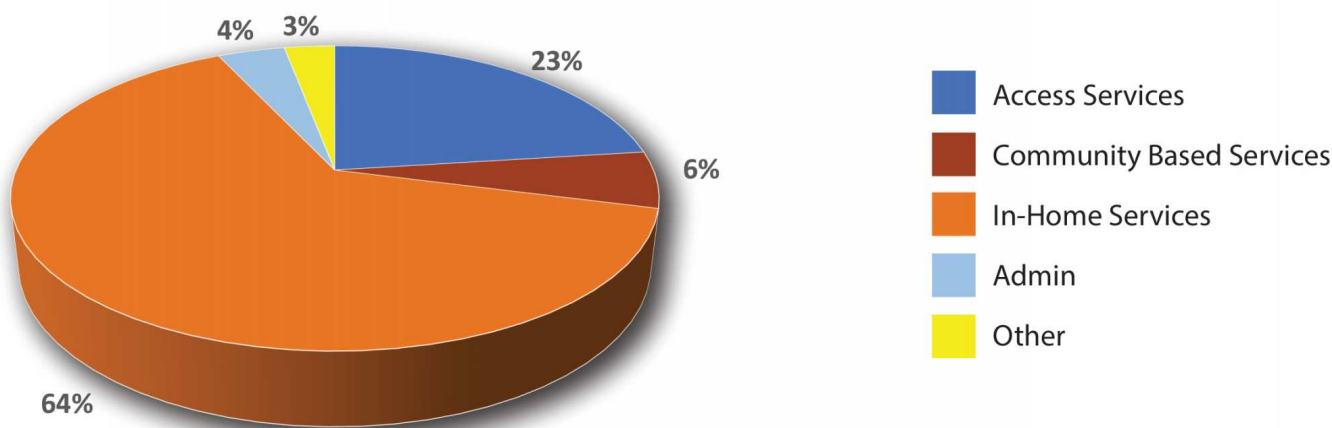
The Area Agency on Aging is committed to Continuous Quality Improvement. It employs Quality Management Activities to continually ensure that the Agency operates in accordance with the approved design of its programs, meets statutory and regulatory assurances and requirements, achieves desired outcomes, and identifies opportunities for improvement.

The Agency maintains constant vigilance so that its funding sources, both public and private, may be assured that locally contracted service delivery systems are operated effectively and efficiently.

## Revenue



## Expenditures



## FY 2020 Revenue

### Federal

CARES Act/FFCRA	\$	954,463	
USDHH/Older Americans Act		862,486	
Corporation for National & Community Service		271,428	
US Department of Agriculture/NSIP		120,830	
US Department of Labor/Title V		85,864	
Department of Veteran Affairs		63,182	
Medicare Medicaid Assistance Program		42,753	
Medicare		27,741	
<b>Total Federal</b>			\$ 2,428,747

### State of Michigan

AASA-Access/Community/In-Home Services	\$	1,430,132	
AASA-Senior Volunteer Program		180,336	
MHEF-Care Continuum Transformation Strategy		32,381	
MHEF-Aging Mastery Program		5,000	
<b>Total State</b>			\$ 1,647,849

### Medicaid

MDHHS-Community/In-Home Services	\$	17,509,392	
MDHHS-MI Health Link		183,668	
MDHHS-NFTI		37,180	
<b>Total Medicaid</b>			\$ 17,730,240

### Program Fees and Donations

Computer Learning Center	\$	3,553	
Campus for Creative Learning		2,097	
Custom Care		1,980	
<b>Total Fees and Donations</b>			\$ 7,630

### Other

Rent/AAA Income	\$	419,782	
United Way of SW Michigan		162,000	
Interest		88,214	
Covert Township		69,583	
Donations/Pledges/Miscellaneous		13,961	
FGP & SCP Program Income		8,960	
<b>Total Other</b>			\$ 762,500

**Total FY2020 Revenue** **\$ 22,576,966**

## FY 2020 Expenditures

### Access Services

CM/CCS/Options Counseling	\$ 4,681,727	
Transportation	316,411	
Information & Assistance/MMAP	303,388	
Custom Care	12,789	
<b>Total Access Services</b>		\$ 5,314,315

### Community-Based Services

Foster Grandparent Program	\$ 412,271	
Congregate/Pick-Up Meals	286,633	
Adult Day Care	273,148	
Senior Companion Program	129,918	
Health Promotion/Disease Prevention	89,926	
Senior Community Services Employment Program	71,834	
LTC Ombudsman/Elder Abuse Prevention	64,508	
Caregiver Resources	56,371	
Computer Learning Center	40,553	
Legal Assistance	25,000	
Grandparents Raising Grandchildren	8,000	
<b>Total Community-Based Services</b>		\$ 1,458,162

### In-Home Services

Community Living Supports	\$ 11,940,163	
Home Delivered Meals	1,444,357	
Personal Care/Homemaker Services	279,246	
Respite Services	247,937	
Home Health	185,348	
Self Determination Fiscal Intermediary	98,740	
Personal Emergency Response Systems	78,335	
Other Supplies/Equipment	71,711	
Chore Services	60,295	
Home Modifications/Injury Control	31,511	
<b>Total In-Home Services</b>		\$ 14,437,643

### Other

Administration & Operating	\$ 786,961	
MI Health Link	148,301	
Program Development	66,335	
Covert Township Services	43,979	
Care Continuum Transformation Strategy	36,073	
Net to Reserves	285,197	
<b>Total Other</b>		\$ 1,366,846

**Total FY2020 Expenditures** **\$22,576,966**



Tax-deductible donations may be made to the Area Agency on Aging to assist in fulfilling its mission and are deeply appreciated. Donations may be made on our website or mailed to our office.

The Area Agency on Aging offers programs and services without regard to race, color, age, gender, sexual orientation, national origin, or religion. Auxiliary aids and services are available upon request.

**Info-Line  
for Aging and Disability**

**(800) 654-2810**

**[info@areaagencyonaging.org](mailto:info@areaagencyonaging.org)  
[www.AreaAgencyonAging.org](http://www.AreaAgencyonAging.org)**

**Serving Berrien, Cass, and Van Buren Counties since 1974  
Region IV Area Agency on Aging, Inc.  
2900 Lakeview Avenue  
St. Joseph, MI 49085**

Region IV AAA is part of a nationwide network of organizations designated through the Older Americans Act to be aging and disability resource centers with information about programs, services and housing options.

For information on services in other parts of the state or nation, call Eldercare Locator at (800) 677-1116 or visit: [eldercare.acl.gov](http://eldercare.acl.gov).