

REGION IV



Area Agency on Aging, Inc.

SPECIALISTS IN AGING

Offering Choices for Independent Lives



2022 ANNUAL REPORT

FROM OUR CEO

"The impact I have to assist older adults to continue living independently in the community."

"To stand in the gap for those who don't have a voice."

"To give hope and opportunity to those in need."

"To be a part of something bigger than myself."

"Helping others see their potential."

"To lighten the burden of others."



Our mission is as big as community transformation and as personal as how our friends, loved ones, and we want to live the latter decades of our life. The almost-universal theme is one of independence and choice. It's baked into the federal Older Americans Act that gives us our mandate and corporate charge, and it's written on the hearts of those who choose to call the Region IV Area Agency on Aging their work home.

Coming out of the throes of the pandemic, we started fiscal year 2022 with a deep breath and a reflection of our personal and collective "why." The reasons staff, volunteers, and community partners join us in our mission of Offering Choices for Independent Lives is as varied as the number of lives we touch. Some of those reasons are listed above. We came away from those conversations energized, inspired, refreshed, and ready to forge ahead!

In this annual report, you'll read about new programs launched, community partnerships forged, honors and awards won, and most importantly the thousands of lives touched by Region IV Area Agency on Aging. More than the awards won, the client stories touch my heart and energize me for this work. I'm excited to share a few of those stories with you.

The first and most emphatic thank you goes to the staff who "vote with their feet" and say, "Independence and Options matter." They choose to do this work each and every day ensuring that older adults, persons with disabilities, caregivers and families have the support they need to age their own way.

We cannot do this work alone. Thanks also to our board, advisory council, volunteers, vendors, and the hundreds of community partners who recognize the importance of our mission and join us in this work. Your contributions of time, expertise, energy, and resources have made southwest Michigan a better place to live at any age.

With gratitude and enthusiasm for all that lies ahead!



A handwritten signature in black ink that reads "Christine Vanlandingham".

Christine Vanlandingham, CEO

Mission: *Offering Choices for Independent Lives*

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

REGION IV AREA AGENCY ON AGING

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

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

- **Planners and Developers** of a network of community supports and services to ensure choices and enable people to maintain their independence and dignity.
- **Access Experts** helping people connect with the information and resources they need.
- **Advocates** on behalf of older adults, people with disabilities, and caregivers.

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 AAA 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.



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2022 AWARD WINNERS

Direct Care Worker of the Year Award:

Terry Rose

After Terry's multiple sclerosis diagnosis, she connected with AAA and began receiving daily in-home care. Eventually, Terry had a knee replacement and grew more capable to the point that she no longer needed help to live independently. She realized that she, too, could provide comfort, peace, and hope to others. She applied to be a caregiver at the same agency that had provided her care, and has gone on to provide essential care to countless people in our community. Terry's life today is vastly different because of the care she received. And now she is able to pay it forward.



Volunteer of the Year Award: Pamela Jensen

In her working years, Pam was a caregiver for those in need. When she became a MI Choice Waiver client in 2020, she was connected to the Friendly Caller program, receiving weekly calls from a volunteer. Pam enjoyed them so much, she decided to be trained to be a Friendly Caller, too. She now has the important job of connecting with others and helping to ensure they feel valued. In making those calls, Pam herself finds value and meaning.

Dorothy Richmond Customer Service Award:

Kolleen Bennett

This award is presented annually to a staff person who exemplifies outstanding customer service on behalf of the AAA. Kolleen was described as a "gem in our midst" who "sees the unseen, hears the unheard, and then does what needs to be done, doing so without seeking anything in return." Knowing that she helped someone else or brightened another's day is her why.



Community Services Award:

GhostLight Theatre & Twin City Players

In appreciation of harnessing the power of storytelling and the performing arts to advance critical messaging; publicly supporting Dementia Friendly Communities and the Campus for Creative Aging movement; and pursuing a purposeful partnership that promotes healthy aging in Southwest Michigan.

A Century of Independent Living



Raised a “city girl,” riding in horse and buggy – she wasn’t used to life on the farm. Jean Koebel, who will celebrate her 102nd birthday in February, spent an afternoon with me, her Area Agency Care Manager, reflecting on her life experiences.

Jean married the love of her life, Mike Koebel, at the age of 19. She and her husband lived on and worked a 300-acre farm in the rolling hillside on the outskirts of St. Joseph. They grew grains of all kind: corn, soybeans, hay. They had horses, cattle, steer, pigs – they certainly kept busy. They raised three strong and loving kids, two of who sat with us during our chat. They have 13 grandkids, and numerous great grands, too. Their family is large and full of love.

When Jean wasn’t dancing polkas at the Shadowland Ballroom, she enjoyed going camping with her family at Swan Lake, baking cakes and cooking meatloaf, and volunteering for numerous charities including assisting with elections and maintaining local parks. Jean has been to every single Berrien County Youth Fair that has been hosted since its inception in 1946.

She worked as a bookkeeper for a grocery store, organizing orders and deliveries of groceries. Following that, she became the secretary for the farm she and her husband ran. They had a seed company called “Funks G Hybrid” which was very successful, and later worked with the company “Golden Harvest.” Jean was, and remains, a busy lady.

In 2001, Jean’s husband passed away. He had been in a care facility for a couple of years prior to his passing. Jean has lived independently in her home since. In 2018, Jean had a stroke. She, too, spent some time in a care facility. While she received quality care, she was adamant about returning home.

I came to know Jean in 2019 through Region IV Area Agency on Aging when Jean enrolled in the MI Choice Waiver program. This program provides services to patrons in their home, enabling quality living in their setting of choice. Jean enjoys many aspects of the program and her ability to stay home and in the community. With her warm smile, she explains that her favorite part of the program and being at home is that “Life goes on here.” She visits with family, friends, and neighbors. She can watch the neighborhood and keep up with the friendly gossip. She is a part of the community while at home and prefers it that way.

Jean enjoys spending time with her caregivers who come to help her every day. She especially enjoys it when her caregiver reads her the newspaper or the church bulletin, something that Jean struggles to do. The caregivers provide companionship in addition to necessary hands-on and household care.

Jean receives home-delivered meals and liquid supplements, a nurse who comes once weekly to assist with medication oversight and health monitoring, and an emergency button in case she was to fall and need assistance. The Waiver program purchased for Jean a sit-down cycler, which Jean proudly reports she uses 2-3 times a week for 15 minutes at a time. She imagines that she is biking to the beach and celebrates reaching far distances.

A lot of things have changed in the last 100 years. Jean’s favorite development has been the telephone as she enjoys connecting with family and friends far away. She wishes that technology was not so prevalent with today’s youth, as she fondly reflects on spending hours under the streetlights, telling ghost stories and playing marbles.

Not many people are blessed to reach the age of 100, let alone 102. Jean explains that good food and milk have helped her stay healthy. She shares that it is very important to try and remain as independent as possible, something she can do living at home – something she is doing with the help of Area Agency.

Story originally appeared in The Herald-Palladium on Jan. 29, 2022. Written by Emily Marshall for the Generations Column. Jean is now 103.

ACCESS SERVICES

Provide people in the tri-county area with streamlined access to services and information that improves their ability to make educated decisions regarding their independence.

Service	Clients Served
Info-Line for Aging and Disability	6,125 consumers provided with 13,177 telephone and in-person consultations 997 referrals from community agencies 143 older adults received emergency assistance
Michigan Medicare/Medicaid Assistance Program (MMAAP)	1,666
Care Management	1,511
Nursing Facility Transition	36
Housing Coordination	170
Caregiver Support	1,179
Transportation	628

In Fiscal Year 2022, consumers saved \$2.9 million thanks to MMAAP counseling services!



I&A is here to help

Chuck Galaske was raised in the Niles area. He reports that he led the life of a single man until he met his wife and then his life changed. Taking care of his family was his priority.

Chuck and his wife had two boys. His youngest son had neuromuscular disease and required extensive care. Chuck worked as a truck driver for 10 years but changed to factory work to keep him local and home at night for the family. He said he would send his wife and oldest son out to the movies on the weekend making sure that they got a break.

They lost their youngest son as a result of his disease at age 23. Then, their oldest son passed away in his 30s after developing pneumonia.

Then, when his wife got sick there was no other choice than for him to be her caregiver, Chuck said.

He retired early at 62 to stay home with her. He was able to keep her in the home until just a few hours before she passed at the hospital.

Area Agency on Aging's Information & Access team connected with Chuck when they received a Professional Referral from his doctor's office social worker requesting assistance, stating, "patient is looking for employment and wanting to do something after the death of his wife."

When AAA's team contacted Chuck, he said he had been searching for employment for two weeks. He was a month behind in rent, and his medications were costing him \$400 per month. He was going without some of his medication and could not fill new prescriptions.

Many members of the I&A team worked with Chuck to make sure he had the benefits that would help him with his current issues.

The Information & Access Team helped Chuck:

- Access LINET to get him his prescriptions right away and at very low cost to him.
- Apply for Extra Help for his prescription drugs to keep his costs affordable to him.
- Work with DHHS to get his application approved for state to pay his Medicare Part B Premiums
- Get a prescription drug plan.
- Pay his electric bill.

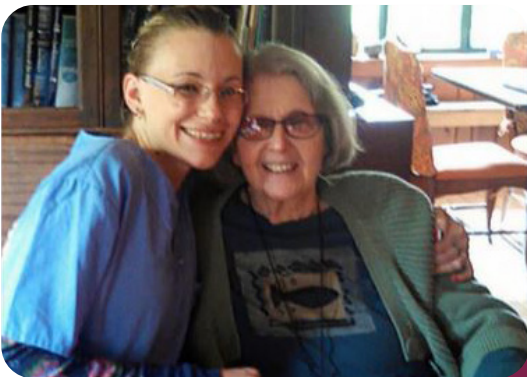
**"You helped me out a lot,
and I appreciate that."
- Chuck Galaske**



IN-HOME SERVICES

Services to help older adults, people with disabilities, and their caregivers live independently in the place they call home.

Service	Clients Served	Impact
Community Living Supports	738	500,545 hours
Home-delivered Meals	1,441	223,322 meals
Personal Care Services	69	7,191 hours
Homemaker Services	71	7,885 hours
Emergency Response System/ Fall Buttons	379	2,697 months of service
Professional Nursing Service	43	826 hours
In-home Respite Care	13	3,612 hours



**In Fiscal Year 2022,
Direct Care Workers
provided **587,747 hours**
of in-home care.**

Bruin Family advocates for others

On April 19, 2021, Jack Bruin of Gobles, Michigan, suffered a massive hemorrhagic stroke.

“No movement or feeling in his right arm or leg, unable to sit up, speak or swallow - his prognosis for recovery was not good,” Jack’s family wrote.

Jack started in concrete at the age of 16. He went on to run his own business until he was in his mid-70s. Jack helped build everything from highways and bridges, schools, churches, and hospitals, to countless private homes and businesses.

“Jack has always been the kind of person who’s never met a stranger, who would strike up a conversation with you, and would be genuinely interested learn something about you. In turn, he would tell you all about his kids or grandkids if you had time to listen (and honestly, even if you didn’t have time),” his family wrote.

After two weeks in Neuro ICU, and another two in a neurovascular unit, Jack was transferred to a skilled nursing and rehab facility.

For seven months, Jack’s wife of 54 years, Vivian, was at the facility as much as possible. They spent their time each day working on speech and physical therapy exercises, and drawing strength from reading the Bible and praying together. For those seven months, their dream was for Jack to be able to live with Vivian again in their home.

On Dec. 28, 2021, Jack and Vivian’s dream was realized. With coordination and planning support from the Area Agency on Aging, Jack came home to stay. Jack’s recovery had exceeded all expectations. He had regained much of his speech, and he was strong enough to make the transfers between his bed and wheelchair with assistance from a single caregiver.

Vivian, with support from other family, can provide his care for much of the day. To fill the gaps, the Area Agency on Aging provides coordination for paid caregivers to come for a few hours each morning and evening to help, especially with the heavy work involved in transfers, bathing and dressing.

In Spring 2022, the Bruin family asked state legislators to help Jack and other aging people in Michigan who find themselves in similar situations.

The paid home health care assistance that filled the gap and allowed Jack and Vivian to live together in their own home is expensive. While not nearly as much as the cost for Jack to live in a nursing home, it was well in excess of their monthly income.



“My parents are happy to face the care challenges if they can be together and be in their HOME.”

- Jack’s daughter

Under Medicaid’s current funding structure, Jack could qualify for the state to pay for the full cost of his care in a nursing home, but is not eligible for the state to assist with the cost of his care in his own home at a much lower cost.

“My parents are happy to face the care challenges if they can be together and be in their HOME, but I would ask that you act on helping people like my parents and others that are finding themselves in situations beyond their control,” Jack’s daughter wrote.

COMMUNITY-BASED SERVICES

Services available to assist people in living healthier, safer, and more active lives throughout the community.

Service	Clients Served	Impact
Dining sites	1,262	37,044 meals
Adult Day Services	46	14,332 hours
Out-of-home Respite Care	7	73 days
Health Promotion/ Disease Prevention	450	29 classes
Computer Learning Center	1,018	72 classes
Long-term Ombudsman/ Elder Abuse Prevention	977	963 hours
Legal Assistance	317	893 hours



COMMUNITY COLLABORATIONS

Collaboration is at the core of Region IV Area Agency on Aging's work and corporate philosophy. Key collaborative efforts and special projects in Fiscal Year 2022 include:

Aging Health Equity Policy & Planning Project: In partnership with the Van Buren Health Committee and led by the Van Buren/Cass District Health Department, the Aging Health Equity Policy & Planning Project is a community-informed and data-driven plan development process to identify and address the root causes of disparate health outcomes among minority older adults living in Van Buren county and develop an actionable strategic plan to build community capacity and connectedness in order to impact systems-level policy change thereby improving the health of older adults and reducing health care costs. Additional collaborators include: Bronson, InterCare, Senior Services of Van Buren County, Tri-County Head Start (Kinship Care families), and Van Buren DHHS.

Bottled water for Benton Harbor residents: In response to the water crisis in Benton Harbor, RIV AAA staff collaborated with MDHHS, local public health officials, and the Benton Harbor community to ensure home-bound older adults had access to bottled water delivered directly to their homes throughout the water crisis.

Community of Care Transformation Strategy: Through a partnership with Corewell Health South and funded by the Michigan Health Endowment Fund, the Community of Care (COC) Transformation Strategy creates a person-centered community of care that integrates clinical care with home-based supports and services. Through a partnership between primary care, acute, specialty and inpatient service lines, and community-based care management, COC interventions address not only complex medical care needs of older adults but also address social determinates of health, caregiver needs, and funding mechanisms for project sustainability.

COVID vaccines for homebound older adults: In partnership with Berrien County Health Department, Van Buren/Cass District Health Department and Corewell Health South, RIV AAA staff coordinated vaccine information and streamlined access to in-home COVID vaccines for older adults who were not able to travel to community-based vaccination sites.

Rake a Difference for Seniors:

RIV AAA staff joined efforts with United Way of Southwest Michigan to engage volunteers to rake leaves for seniors who are not able to do fall cleanup work, and who do not have the financial resources to pay for the service. United Way takes the lead on this effort each year, recruiting hundreds of area volunteers to rake leaves for seniors across southwest Michigan.



COMMUNITY COLLABORATIONS CONTINUED

Senior Care Kits: Through a partnership with Berrien Community Foundation, Heart of Cook Foundation, Honor Credit Union, Corewell Health Foundation, Frederick S. Upton Foundation, private donations, and an army of community volunteers, winter care kits were packed, wrapped, and delivered with a hand-written note to area seniors who are home-bound. The care kit as well as the compassion shown by a community that remembers older adults during the holiday season meets basic needs and reduces social isolation and loneliness for isolated elders.



Senior Expo: In a long-standing partnership with The Herald-Palladium, Region IV AAA presented the 2022 Senior Expo at Lake Michigan College Mendel Center in Benton Harbor. This annual event is estimated to be the largest annual gathering of older adults in southwest Michigan. Seniors, caregivers, aging services professionals, and the general public gathered to gain information, insight, and inspiration around the theme of “Age My Way”. A health pavilion sponsored by Corewell Health featured health information and screenings for expo attendees.

Additional collaborations are facilitated via RIV AAA’s numerous affiliations and memberships, which include but are not limited to:

- Berrien County Emergency Food and Shelter Program
- Berrien Housing Resource Network
- Bronson Care Coordination Committee
- Corewell Health Population Health Committee
- Healthy Berrien Consortium
- Michigan Great Senior Outreach Advisory Board
- Southwest Strategic Leadership Council
- PACE of Southwest Michigan Board
- St. Joseph Housing Commission
- TRIAD
- the three-county Human Services Collaborating Councils

Key Memberships include: USAging, National Council on Aging, American Society on Aging, and the Area Agency on Aging Association of Michigan.

Campus for Creative Aging

In 2022, the Campus for Creative Aging began pivoting back to in-person events after the pandemic. It started new partnerships and new collaborations, brought back popular classes, and set out to continue its mission to Reframe Aging.

Becoming a Dementia-Friendly Community: In collaboration with Trellis, the Area Agency on Aging in Minneapolis, MN, and the National Council for Dementia Minds in Grand Rapids, RIV AAA launched its Dementia-Friendly Communities efforts in 2022. Programming including The Remember Project, Journey with Dementia Minds, and facilitated community conversations. The Dementia-Friendly Communities collaboration increased awareness, connected individuals to resources, and set the stage for an Arts and Aging Partnership.

Arts & Aging Partnership: GhostLight Theatre, Twin City Players, Lake Michigan College, and Berrien Community Foundation joined forces with RIV AAA's Campus for Creative Aging to harness the power of the arts to inform and engage the community and impact public health. Theatrical video performance watch parties were held at community theatre locations and at the Campus for Creative Aging. Facilitated talkback sessions engaged the community on topics of dementia and available community resources.



Service	Clients Served	Impact
In-Person and Virtual Classes	1,309	57 classes
Reduced Isolation	1,537	14,225 hours
Evidence-Based Class Teachers	57	163 classes
Creating a Dementia-Friendly Community	207	6 events

VOLUNTEER SERVICES

Service	Volunteers Engaged	Clients Served	Total Hours
Foster Grandparents	62	558	46,787
Senior Companions	24	100	11,437
Board of Directors	14	AAA Service Area	93
Advisory Council	15	AAA Service Area	106
Campus Teachers	28	1,282	220
Friendly Callers	28	107	2,568
Special Project Volunteers	73	485	73
Michigan Senior Advocates	1	AAA Service Area	70



Fast Friends: Dora & Cheryl

Cheryl Jenkins has been a Senior Companion Volunteer to Dora Leonard for several years.

“What a wonderful volunteer,” Dora’s daughter Barbara wrote to the Area Agency on Aging in 2022. “We can depend on Cheryl to come for weekly visits with my mom.”

It’s something Dora looks forward to every week.

Barbara said when Cheryl comes, she’s able to take some time for herself and decompress.

“I don’t have to worry. I know my mom is safe and taken care of when she is with Cheryl.”

Cheryl is never too busy. She is consistent and a constant, even during the pandemic. She would call and send cards on a regular basis.

“They kept my mom connected and were greatly appreciated,” Barbara said.

Cheryl is described as being kind and caring, and having a great deal of patience.

“Mom doesn’t have very good hearing or eyesight. Having to repeat oneself doesn’t bother Cheryl. She takes it all in stride and with a chuckle,” Barbara said.

“Mom is 90 now and is slowing down. Cheryl gives a helping hand getting mom in and out of her car, as well as walking to and from the car. I wish everyone could have a Cheryl.”



ADVOCACY & AWARDS

In 2022, **75** older adults and aging services professionals met with their state elected officials at the **Spring Legislative Forum** held at the Campus for Creative Aging. Seniors, caregivers, and other interested parties urged lawmakers to support programs and services to meet identified needs of local seniors.

Staff presented the **Older Michiganians Day** policy platform on the State Capitol lawn to state legislators, MDHHS staff and **100-plus** constituents in person and thousands more across the state via live stream. More than **2,400** constituent letters were sent to legislators urging their support of the OMD platform.



AAA staff attended the **USAgging Policy Briefing** in Washington, D.C., and met with members of congress on Capitol Hill to advance the platform of legislative action.



USAgging
Aging Innovations & Achievement Awards

Region IV AAA was recognized with two national awards for innovative programing to meet workforce development challenges and address COVID-related needs of older adults and caregivers.

Deploying Rapid Response HCBS to Reduce Hospitalizations

At the onset of the pandemic, RIV AAA braided existing funding streams (Older Americans Act/Older Michiganians Act/local funds) and service offerings to stand up a service package of HCBS services to meet the needs of COVID-positive older adults and their caregivers in a rapid response fashion. Referrals quickly outstripped existing funding streams. Outcomes for patients served demonstrated the project's value proposition to health systems and philanthropic supporters.

Six local foundations committed resources to meet emergent needs and establish infrastructure for ongoing service delivery. Key outcomes include reduced hospitalizations, emergency department visits and length of stay, and improved quality of life for older adults affected by COVID.

Bridging the Gap: Addressing Unmet Needs for Direct Care Workers

Bridging the Gap for Direct Care Workers (DCW) reduces DCW turnover rates by meeting their emergency needs and allows them to continue meeting the needs of the seniors they serve. The project meets DCWs at their point of unexpected need. Bridging the Gap for DCWs is intentionally simplistic in its design. Providers identify unexpected hardships among their staff and/or needed job-coaching & mentoring, and request funds once per year per employee to meet that need. Requests over time range from cellphone minutes, car repairs, taxes on car purchases, insurance, gasoline, license plate fees, emergency food supplies, mentoring & training, and more.



ANNUAL CONTRACTORS & PARTNERS

ANNUAL CONTRACTORS: Community-based services funded by the Michigan Bureau of Aging, Community Living, and Supports (ACLs) with Older Americans Act, Older Michiganians Act, and other state funds are contracted on an “annual contract” basis. Request for Proposals are issued every three years based on an ACLS and AAA approved multi-year plan. The AAA annual contractors and the services provided in FY 2022 are as follows:

Contractor	Service
Cass County Council on Aging	Adult Day Care, Home Delivered Meals, Congregate Meals, Respite Chore, Transportation, Caregiver Education
The Avenue Family Network	Adult Day Care, Respite Chore, Caregiver Education
North Berrien Senior Center	Transportation
Legal Aid of Western Michigan	Legal Assistance
Senior Nutrition Services	Home-Delivered Meals, Congregate Meals, Transportation
Senior Services of Van Buren County	Transportation, Respite Chore

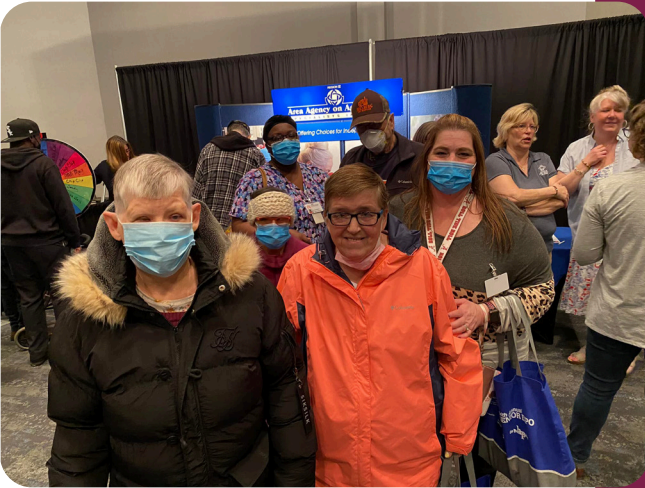
SUPPLEMENTAL NEEDS PURCHASES: Purchases on behalf of AAA Care Management clients are one-time in nature and can include services, supplies or equipment. These purchases are typically necessary in order to keep the client safe and able to continue living independently in their home. Supplemental need purchases were ordered from the following businesses in FY 2022:

ACE Plumbing & Heating Co.	Boelke Heating & Cooling
All Pro Appliance Services	Fleetwood’s Mechanical, Inc.
American Eagle Home Improvements, LLC	Kendall’s Septic & Sewer
Anna’s Top to Bottom Cleaning	Lakeshore Plumbing & Septic
Armour Pest Control	One Man Does It All
Best Way Disposal	Pest Pros of Michigan, LLC
BinTris Moving and Storage	ServiceMaster of Kalamazoo

DIRECT SERVICE PURCHASE PARTNERS: The Care Management Program purchases in-home and transportation services according to individual plans and a Direct Service Purchase Bid Agreement with the following credentialed community service providers:

A Day To Remember AFC Home	Advantage Private Nursing
A+ Nursing	Airway Oxygen
Accessible Design Solutions	AJ Jaeger-Heiden
ADT	Alick’s Home Medical Equipment, Inc.

Alternative Home Care	Long Acres & Serenity Shore
Always Best Care-Michiana	Maple Lake Assisted Living
Angel Hands Home Health Care. LLC	Maple Lake Builders
A Place Called Home in Stevensville, LLC	Meadowview Gardens AFC
Area Wide Transportation, Inc.	Medic 1
Arcadia Home Care & Staffing	Michigan Agency With Choice
Berrien Bus	Miller's Assisted Living/Oak Lawn Manor
Betsab Services	Mom's Meals
Bridgman Retirement Home #2	Oak Lawn Manor
Buchanan Meadows	Old Farm Living Center
Carol's Home	ORKIN, LLC
Carewatch of Michigan Home Care, LLC	Private Duty Home Health Care
Cass County Council On Aging	Private Duty Transportation, LLC
Cass County Transit	Ready Ride Transportation
ComForCare	Resource Transportation Group
ConnectAmerica	Rick's AMT, LLC
Cozy Hill AFC	Right at Home
Ferny's AFC Home	River Ridge Retirement Village
Forest Glen Assisted Living	Senior Nutrition Services
Fresh Perspective Home Care	Shangrila Home
Functional Homes	Senior Nutrition Services
Golden Shore Assisted Living	Senior Services of Van Buren County
GT Independence	Southwest Michigan Community Ambulance Services
Guardianship and Alternatives	Stately Living
G. Mencl Builders	Stuart Wilson
Harbor Habitat for Humanity	Swans Lawn Care
Help at Home of Michigan, LLC	The Avenue Family Network, Inc.
HomeCare Transitions, Inc.	Trinity Loving Home
HomeJoy of Allegan and Van Buren Counties	The Willows
Home Sweet Home In Home Care	Twin Cities Area Transportation Authority
Homestyle Direct	Van Buren Emergency Medical Services
In-Home Companions, Inc.	VRI
LaJoy F.I., LLC	White Oaks Assisted Living
Lakeland CareRide	
Lakeshore Home Health Care	



FY 2022 REVENUE

Federal

USDHHS/Older Americans Act	\$1,292,317
CARES Act/FFCRA	956,191
Corporation for National & Community Service	257,126
Medicare	134,203
US Department of Agriculture/NSIP	120,196
Department of Veteran Affairs	98,115
Medicare Medicaid Assistance Program	66,645
US Department of Labor/Title V	31,743
Total Federal	\$2,956,536

State of Michigan

ACLS Bureau-Access/Community/In-Home Services	\$1,494,613
MHEF-Community of Care	175,430
ACLS Bureau-Senior Volunteer Program	120,690
Total State	\$1,790,733

Medicaid

MDHHS-Community/In-Home Services	\$19,388,120
MDHHS-MI Health Link	138,505
MDHHS-NFTI	29,919
Total Medicaid	\$19,556,544

Other

Rent/AAA Income	\$474,604
United Way of SW Michigan	149,091
Donations/Pledges/Miscellaneous	70,221
Frederick S. Upton Foundation	53,252
Interest	40,016
Total Other	\$787,184

Total FY2022 Revenue **\$25,090,997**

FY 2022 EXPENDITURES

Access Services

CM/CCS/Options Counseling/Friendly Reassurance	\$5,287,065
Transportation	410,005
Information & Assistance/MMAP	250,108
Custom Care	17,598
Total Access Services	\$5,964,776

Community-Based Services

Foster Grandparent Program	\$354,820
Adult Day Care	341,813
Congregate/Pick-Up Meals	247,277
Senior Companion Program	132,736
COVID-19 Services	127,630
Caregiver Resources	86,253
Health Promotion/Disease Prevention	71,731
LTC Ombudsman/Elder Abuse Prevention	60,035
Senior Community Services Employment Program	31,883
Computer Learning Center	27,890
Legal Assistance	25,000
Kinship Services	10,000
Total Community-Based Services	\$1,517,068

In-Home Services

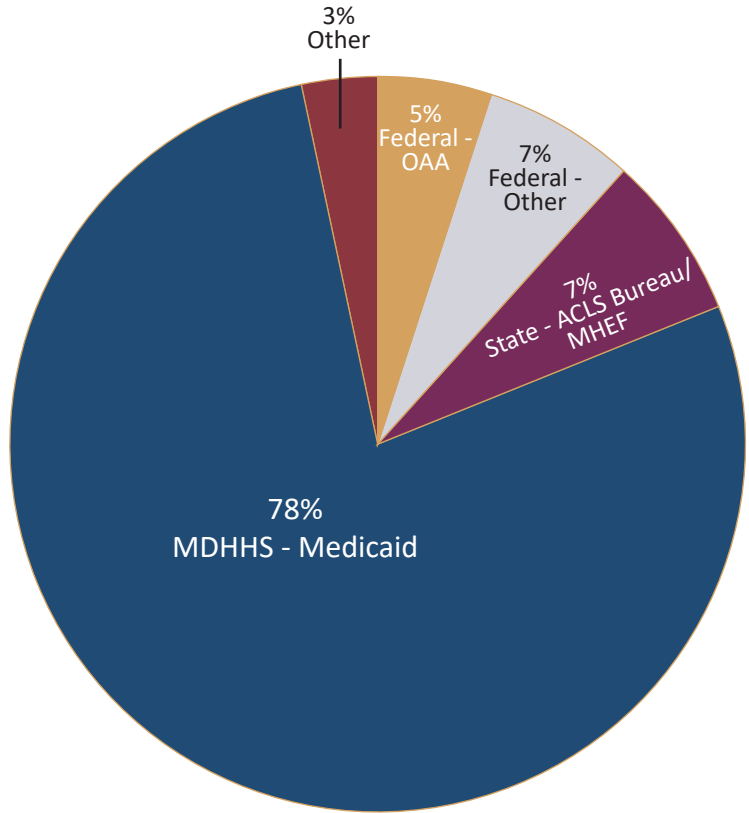
Community Living Supports	\$12,958,596
Home Delivered Meals	1,544,701
Personal Care/Homemaker Services	289,022
Respite Services	238,285
Other Supplies/Equipment	175,896
Personal Emergency Response Systems	98,943
Self Determination Fiscal Intermediary	82,630
Chore Services	57,933
Home Health	40,787
Home Modifications/Injury Control	21,809
Total In-Home Services	\$15,508,602

Other

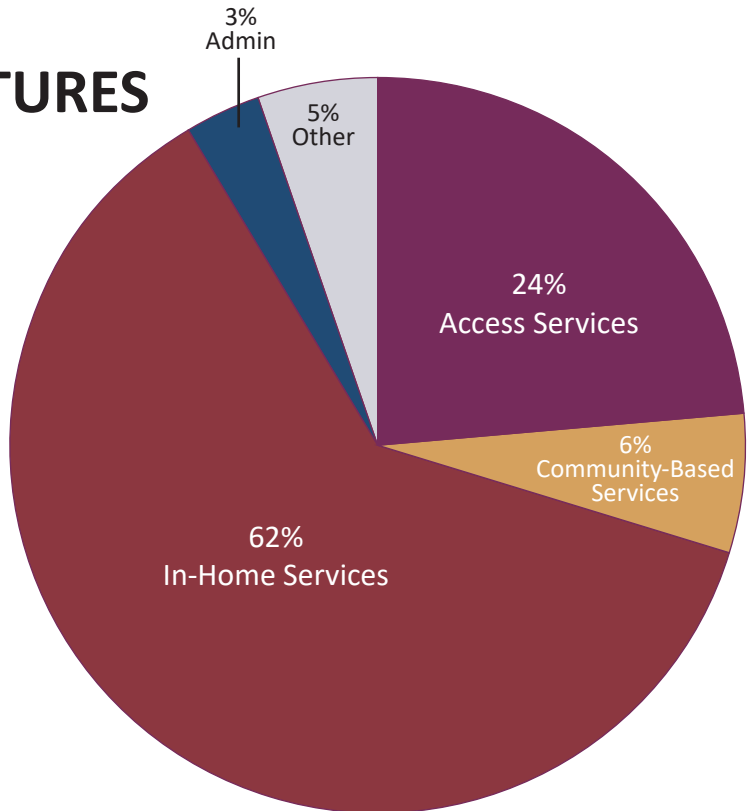
Administration & Operating	\$817,909
MI Health Link	71,856
Program Development	150,107
Community of Care	175,430
Chronic Care Management	33,905
Net to Reserves	851,344
Total Other	\$2,100,551

Total FY2022 Expenditures **\$25,090,997**

REVENUE



EXPENDITURES



Info-Line for Aging and Disability

800-654-2810

Tax-deductible donations are deeply appreciated and may be made by mail or online by scanning the QR code.

Region IV Area Agency on Aging, Inc.

2900 Lakeview Ave.

St. Joseph, MI 49085

www.areaagencyonaging.org



Serving Berrien, Cass and Van Buren counties since 1974

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.

Region IV Area Agency on Aging is part of a nationwide network of organizations designated through the Older Americans Act to be an aging and disability resource center 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.