

2021



ANNUAL REPORT

REGION IV



Area Agency on Aging, Inc.

SPECIALISTS IN AGING

Offering Choices for Independent Lives

RECORDED FROM A PHONE CALL



From the desk of

Christine Vanlandingham

A year of Innovation, Collaboration and Service Excellence

The mission and vision of the Area Agency on Aging is ambitious and intentionally broad. "*Offering Choices for Independent Lives*" so that "*through choice and range of service, every aging adult lives a quality life*" means our mission and vision will manifest differently for every person served.

Talk about a tall order! Throw in a lingering pandemic with spiking local surges and rapidly-evolving shifts in public health policy, and you get a sense of the challenges fiscal year 2021 presented.

The AAA team never ceases to impress me with their tenacity, creativity and professionalism. In the following pages you'll read about service innovations, record numbers of people served, volunteers engaged, and collaborations formed to meet this year's unique challenges; all while maintaining a strong organizational culture of service excellence earning AAA the region's *Best Local Non-Profit* and national *Aging Achievement* awards.

To borrow a quote from Hellen Keller, "*Alone we can do so little. Together we can do so much*". Thank you to all who partner with us to make this impactful work possible. We couldn't do it without you!

On we go...!

Mission:

Offering Choices for Independent Lives

Vision:

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



WHO WE ARE

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:

- 01** **Planners and Developers**
of a network of community supports and services to assure choices and enable people to maintain their independence and dignity.

- 02** **Access Experts**
helping people connect with the information and resources they need.

- 03** **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 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.



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2021 AWARD WINNERS



AmeriCorps Senior Volunteer of the Year Award Mable Remley

Retiring after 23 years as a Foster Grandparent volunteer, Mable almost never took a day off, saying, "My babies need me!" Mable served children at the Emergency Shelter for many years and recently served students with special needs at Blossomland Learning Center.

AAA Volunteer of the Year Award Rosann Marchetti

In her outstanding volunteer efforts to meet the needs of older adults and vulnerable populations during the COVID-19 pandemic, Rosann was a ready and flexible partner in numerous efforts to distribute supplies to meet basic needs during the crisis and approached barriers with a solutions-driven and positive attitude.



The Dorothy Richmond Customer Service Award James Vulicevic, AAA Chief Information Officer

As the award's namesake did, James takes customer service to an exemplary level. James goes above and beyond, sees what needs to be done and does it, and collaborates across the entire agency to ensure staff have and know how to use the tools and technology needed to fulfil AAA's mission and vision with and on behalf of those served.



Community Service Award Senior Services of Van Buren County (SSVBC)

In its exceptional effort responding to local needs during unprecedented challenges from the COVID-19 pandemic, SSVBC served as a trusted community resource with a can-do attitude in finding solutions to difficult problems and readily collaborated with community partners to problem solve, prioritizing needs of the senior population.



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.

Access Services	Clients Served
	14,291 requests
Info-Line for Aging and Disability	990 referrals from community agencies 170 older adults received emergency assistance
Michigan Medicare/Medicaid Assistance Program (MMAP)	1,608
Care Management	1,465 Enrollments
Nursing Facility Transition	35
Housing Coordination	224
Caregiver Support	970
Transportation	765

\$374,213

During Fiscal Year 2021, Area Agency on Aging provided \$374k in transportation services to doctor's appointments and other necessary trips for 765 individuals.



COMMUNITY TRANSITION SERVICES

Provides people in the hospital or nursing facility with unbiased professionals to explore and make community living options possible.

A CLOSE CALL

David was recovering from cancer related throat surgery at a local nursing facility when he was referred to AAA to help him secure housing. He was almost ready to be discharged back to the community but had lost his apartment when he had to go into the hospital. While his family was working to find a new apartment, the process was complex and taking a long time. However, the situation suddenly became urgent when the nursing facility announced its closure.



David was enrolled in the Community Transition Services (CTS) program with less than two weeks before the facility closed. Area Agency on Aging's Transition Navigator worked closely with the nursing facility staff, DHHS, and David's family. By pulling together all the pieces and with just one day to spare, the Transition Navigator helped David move into his new apartment and restart his community support through the DHHS Adult Home Help program.

David received the basic household items and groceries AAA provided on move in day with tears of gratitude. As everything finally came together, his fear and uncertainty of the future was replaced with hope and comfort in the knowledge that support and assistance are available to those who want to live independently in the community.



IN-HOME SERVICES

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

In-Home Services	Clients Served	Impact
Community Living Supports	718	573,092 Hours
Home Delivered Meals	2,273	238,525 Meals
Personal Care Services	97	6,061 Hours
Homemaker Services	95	9,781 Hours
Emergency Response System-Fall Buttons	335	2,864 Months of Service
Professional Nursing Service	80	2,304 Hours
In-Home Respite Care	13	1,832 Hours



Mealtime for Paul Davis was a struggle. He experiences severe pain when standing for long periods due to sciatic and lower back problems. He also relies on Social Security and disability for income so he has always had to watch his grocery bill. His AAA Care Manager suggested he get Home Delivered Meals to alleviate some of his pain caused by standing and some of his financial worry.

"These meals have helped me a great deal," says Paul. "I rely on a cane to walk so getting in and out of the grocery store is very hard. I also can't stand or too long or my legs hurt.. I just pop the meals in the microwave and can get back to my chair. It also helps me be able to afford bills because of the money I save from grocery shopping."

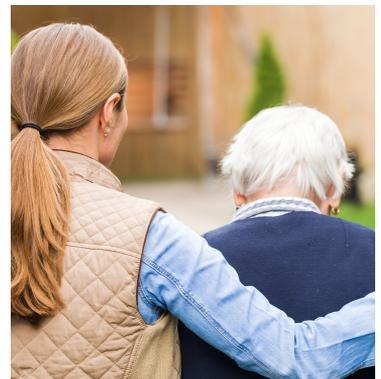


COMMUNITY-BASED SERVICES

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

Community-Based Services	Clients Served	Impact
Dining Sites-Drive Through Meals	966	20, 927 Meals
Adult Days Services	38	14, 027 Hours
Out of Home Respite Care	15	193 Days Respite Services
Health Promotion Disease Prevention	178	25 classes
Senior Community Employment Program	4	4, 012 Hours of Training
Community Learning Center	810	87 Classes
Long Term Ombudsman/Elder Abuse Prevention	622	929 Hours of Service
Legal Assistance	543	1,217 Hours of Service

With state limitations lifted for Ombudsman access to nursing homes, residents could again meet in person with the Long Term Care Ombudsman. As a result, AAA experienced a 20% increase in requests! Many wanted to discuss safe visitation protocols, outdoor visiting spaces and resuming in person care conferences.



VOLUNTEER SERVICES

Volunteer Service	Volunteers Engaged	Clients Served	Total Hours
Foster Grandparents	69	0 in person due to COVID	91,154
Senior Companions	19	81	19,075
Board of Directors	15	AAA Service Area	189
Advisory Council	16	AAA Service Area	186
Campus Teachers	26	3,058	290
Friendly Callers	54	224	10,162
Special Project Volunteers	62	600	164
Michigan Senior Advocates	1	AAA Service Area	70

CAMPUS FOR CREATIVE AGING

Campus Service	Clients Served	Total Hours
In-Person and Virtual Classes	2,621	3,058
Reduced Isolation	3,361	323
Evidence Based Class Teachers	29	2,329



VOLUNTEERS ON A MISSION

When AEP's Cook Nuclear Plant staff heard AAA needed volunteers to pack home safety kits, the work was not only to help the community but came with a personal mission.

READY TO JUMP IN

National 'Falls Prevention Week' takes place each fall to bring attention to the risk of senior falls. This year, AAA created Home Safe Home kits to make seniors' homes safer. Kits contained items such as grab bars, motion activated night lights, personal emergency response buttons and other safety items for 200 tri-county residents age 80 and older.



When AEP staff heard help was needed, they provided a team to organize and pack kits so they would be ready for distribution.

“Involvement with the Falls Prevention Kit building with the Area Agency on Aging gave the volunteers at Cook Nuclear Plant insight into the great work provided by the Area Agency on Aging and into what additional items are needed to help the seniors in our community remain safely in their homes,” says AEP Cook Nuclear Plant Nuclear Specialist Sr. Cathy Summers.

“My grandmother was a proud and independent woman. She lived in her home until the day she died. She experienced a slip and fall in her bathroom while living at home alone. No one was aware of it until a next-door neighbor noticed her bathroom light had been on over a day. We found my grandmother on the floor of her bathroom where she'd fallen, unable to get up or move. She told us how deeply frightening, and embarrassing this fall had been for her. I hope that no one would ever have to suffer through the experience that my grandmother did and wanted to do what I could to help prevent a similar fall for members of our local community,” says AEP Cook employee volunteer Brendan Kusisto.



ADVOCACY

Area Agency on Aging serves as a catalyst to mobilize seniors and others to influence public policy. As a part of its federal mandate, AAA advocates on local, state, and federal levels for public policies that enhance the lives of seniors and adults with disabilities.



Advocacy efforts focus on empowering older adults and caregivers to advocate on their own behalf.

In addition to participating in virtual legislative public forums, seniors from Berrien, Cass and Van Buren counties sent over 500 letters to state elected officials urging them to support items in the state budget that provide vital services for older Michigianians.

Key budget priorities included making permanent an increase in direct care worker wages, rebalancing Michigan's long-term care spending to direct more funds to home and community-based care and increased funding for non-Medicaid in-home services for seniors.

LOCAL AND NATIONAL AWARDS

Region IV AAA is known nationally and locally for its innovative efforts. Thanks to the diligence of staff, volunteers, board, advisory council and community partners, Region IV AAA was recognized with the following local and national awards in FY 2021:



Reader's Choice Award 2021
Best Local Non-Profit - The Herald Palladium

Aging Achievement Award - USAging
Innovating Through IT Interoperability



COMMUNITY COLLABORATIONS

Collaboration is at the heart of Area Agency on Aging's efforts. The impact of its work is exponentially greater when done in partnership with others. AAA is proud to collaborate with the following organizations and businesses.

Aging Health Equity & Policy Planning Project

Partnership with Bronson, InterCare, MSU, Senior Services of Van Buren County, Tri-County Head Start & Van Buren/Cass District Health Dept. to launch a two-year planning project aimed at creating an actionable plan to address the root causes of disparate health outcomes among minority older adults through systems-level policy change.

Rapid Home and Community Based Services COVID-19 Response

Partnership with local health departments and Spectrum Health Lakeland to provide in-home services for older adults impacted by COVID. Services allow older adults to recover at home. Investments from Berrien Community Foundation, Frederick S. Upton Foundation, Michigan Gateway Foundation, Greater South Haven Community Foundation, United Way of SW Michigan, Spectrum Health Lakeland Foundations and the collaboration of a broad network of service providers make this work possible.

Community of Care Transformation Strategy

Partnership with Spectrum Health Lakeland and the Michigan Health Endowment Fund to create a person-centered community of care integrating medical care with community-based supports and services. Andrews University is the evaluation partner on this project aimed at improving the well-being of older adults and caregivers.

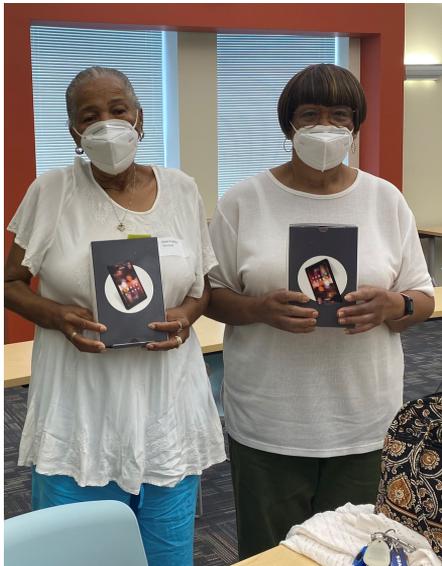
AAA participates in additional collaborations. Examples include: Cornerstone Alliance, Healthy Berrien Consortium, Silver Key Coalition, Older Michiganiaan's Day, Human Services Coordinating Councils, TRIAD, Transportation Authorities, Van Buren County Health Committee, Great Start Collaborative, and Strategic Leadership Council.



TECHNOLOGY FOR SENIORS

Jeanette came to AAA on the advice of a friend. She was tired of sitting around the house and wanted to volunteer. She joined the Foster Grandparent program 19 years ago and quickly made many social connections and found a passion in her service.

Because of Jeanette's curious nature, Senior Volunteer Programs staff invited Jeanette to be part of a pilot program designed to teach seniors technology. Jeanette agreed to be one of the first to try GrandPad, a tablet device designed for older adults.



Jeanette started with minimal tech skills and is now one of the shining stars of the program. She joins meetings and classes every chance she gets to improve her skills. She is an inspiration to her classmates and teachers, and the example of what this program seeks to create.

Jeanette says she loves the technology program and it has become a very important part of her world. She said it is hard for her to imagine how the last year would have been without it.

Seeing the smiling faces of her colleagues and instructors has buoyed her spirits even during COVID shutdowns and closures.

"I love it," says Jeanette. "If I can learn this technology, I can do anything."

To date, 97 senior volunteers and Campus for Creative Aging/AAA clients received tablets and training, connecting them to friends, family and resources, and helping them avoid isolation.



MI CHOICE

Where you receive supports and services should be your choice. The MI Choice program is designed specifically for eligible adults age 18 and older who need nursing home level of care but prefer not to live in a nursing home.

REALIZING HE NEEDED HELP



Cynthia and James Diehl had been living in a camper when Cynthia was hospitalized after a seizure and stroke left her paralyzed and in need of nursing home level of care.

When Cynthia was ready to leave the hospital, she was referred to Area Agency on Aging to help make the transition back home, but James was reluctant to accept help.

Once transportation was arranged to get Cynthia back to their camper, James told their AAA Care Manager he could take care of her on his own.

And he tried. James spent each day caring for Cynthia. With only his brother to help with transportation to appointments, James was otherwise alone in his caregiving for Cynthia. He helped with her personal care, prepared their meals, cleaned and did laundry, and shopped for groceries and medications. With continued encouragement from his AAA Care Manager, James gradually accepted more help.

Now, through AAA's MI Choice Waiver program, Cynthia and James receive transportation to appointments, home delivered meals, assistance with household activities and errands, and respite care. AAA's Community Transition Services program also provided assistance to secure safe and accessible housing.

Cynthia and James are happy to be in their own apartment now where she can get around in her wheelchair on her own. They have also made friends with their neighbors who come over to visit or sit with Cynthia when James is out running errands or taking some time for himself.



SPECIAL PROJECTS

Throughout the year, AAA engages in special projects and events to help improve the daily lives of older adults, people with disability, and caregivers in the community.

Home Safe Home Kits

This year for Falls Prevention Week, held every September on the first day of fall, volunteers packed and distributed 200 'Home Safe Home' kits to area seniors age 80 and older, equipping them with items that will help them prevent falls and live independent lives.



Friendly Callers

Trained volunteers provide weekly phone calls to connect with 224 area seniors. The conversations and weekly connection reduce social isolation and loneliness for area older adults. Over 10,000 calls were made in 2021.



Companion Pets

The companion pet program started in summer of 2021 and has since served 163 seniors with robot pets to provide comfort, play and companionship for those who want a pet but live in a place they are not allowed or who are not physically able to care for a pet.



SPECIAL PROJECTS

Rake A Difference for Seniors



Each year, staff and volunteers from AAA participate in United Way of Southwest Michigan’s Day of Action for Seniors ‘Rake A Difference’ event. This day serves seniors, age 60 and older, who are physically incapable of performing yard work and are unable to pay for services. AAA staff bring their rakes, leaf blowers, tarps and big smiles to help make sure the yards of area seniors are ready for the upcoming winter.

Holiday Care Kit Delivery



For the past five years, AAA partnered with Berrien Community Foundation to provide over 800 seniors with personal care kits filled with items seniors may not be able to afford or are not physically able to go buy themselves. Volunteers deliver kits to seniors' homes with items like hand lotion, warm socks, candy and other items that bring comfort and joy in the winter months.



ANNUAL CONTRACTORS & PARTNERS

ANNUAL CONTRACTORS: Community-based services funded by the Michigan Aging and Adults Services Agency (AASA) with Older American 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 contractor and the services provided in FY 2021 are as follows:

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

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 2021:

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



ANNUAL CONTRACTORS & PARTNERS

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 credentialed community service providers.

A. J. Jaeger-Heiden
A+ Nursing
A Place Called Home in
Stevensville, LLC
A Day to Remember
Accessible Design Solutions
ADT, LLC
Advantage Private Nursing
Airway Oxygen
Alick's Home Medical Equipment
Alliance Home Health Care Svc,
Inc.
Alternative Home Care, LLC
Always Best Care - Michiana
Angel Hands Home Health
Care, LLC
Arcadia Home Health Care &
Staffing
Berrien Bus
Betsab Services, LLC
Bridgman Retirement Home #2
Carol's AFC Home
Cass County Council on Aging
Cass County Transportation
Authority
ComForCare
ConnectAmerica
Country Manor Care Center, LLC
Cozy Hill
Critical Signals Technologies
Decatur Assisted Living
Ferny AFC Home, LLC
Forest Glen Assisted Living
Fresh Perspective Home Care
Functional Homes
G. Mencl Builders
Golden Shores Assisted Living
GT Independence
Guardian Medical Monitoring
Guardianship and Alternatives
Harbor Habitat for Humanity
HomeCare Transitions, Inc.
HomeJoy of Kalamazoo
Homestyle Direct
Home Sweet Home In-Home
Care
In Home Companions, Inc.
LaJoy FI, LLC
Lakeland Care Ride
Lakeshore Home Health Care
Longacres AFC
Maple Lake Assisted Living
Maple Lake Builders
MCAP Buchanan Opco, LLC -
Buchanan Meadows
Meadowview Home AFC
Medic 1 Ambulance
Miller's Assisted Living

(Continued on next page)



ANNUAL CONTRACTORS & PARTNERS

(Continued)

- LaJoy FI, LLC
- Lakeland Care Ride
- Lakeshore Home Health Care
- Longacres AFC
- Maple Lake Assisted Living
- Maple Lake Builders
- MCAP Buchanan Opco, LLC
- Buchanan Meadows
- Meadowview Home AFC
- Medic 1 Ambulance
- Miller's Assisted Living
- Mom's Meals
- Oaklawn Manor
- Old Farm Living Center
- Orkin, LLC
- Private Duty Home Healthcare
- Quality Nursing Services
- Ready Ride Transportation
- Resource Transportation
- Rick's AMT
- Right At Home - SW Michigan
- River Ridge Retirement Village
- Senior Companion Program
- Senior Nutrition Services
- Senior Services of Van Buren Co.
- Serenity AFC
- Serenity Shore Assisted Living
- Shangrila Home
- Stately Living
- Stuart Wilson
- Swans Lawn Care
- TCATA
- The Avenue Family Network, Inc.
- The Willows
- Valued Relationships, Inc./VRI
- SMCAA
- VBEMS
- Van's Medical Equipment, Inc.
- Visiting Angels
- White Oaks Assisted Living



FY 2021 REVENUE

Federal

USDHHS/Older Americans Act	\$	1,626,575
Corporation for National & Community Service		255,965
USDHHS/CDC		137,600
US Department of Agriculture/NSIP		120,233
Department of Veteran Affairs		119,155
CARES Act/FFCRA		118,843
ACL/ADRC		101,789
US Department of Labor/Title V		71,713
Medicare Medicaid Assistance Program		58,625
Medicare		23,028
Total Federal	\$	2,633,526

State of Michigan

AASA-Access/Community/In-Home Services	\$	1,461,104
AASA-Senior Volunteer Program		227,938
MHEF-Care Continuum Transformation Strategy		148,517
Total State	\$	1,837,559

Medicaid

MDHHS-Community/In-Home Services	\$	18,250,744
MDHHS-MI Health Link		182,917
MDHHS-NFTI		51,667
Total Medicaid	\$	18,485,329

Other

Rent/AAA Income	\$	426,973
United Way of SW Michigan		167,600
Berrien County		70,000
Interest		64,914
Community Foundations		136,180
Donations/Pledges/Miscellaneous		745,030
Total Other	\$	1,610,696

Total FY2021 Revenue \$ **24,567,110**



FY 2021 EXPENDITURES

Access Services

CM/CCS/Options Counseling	\$	4,956,435
Transportation		374,213
Information & Assistance/MMAP		188,304
Custom Care		16,605
Total Access Services	\$	5,535,557

Community-Based Services

COVID-19 Services	\$	456,595
Foster Grandparent Program		454,099
Adult Day Care		361,439
Health Promotion/Disease Prevention		217,058
Congregate/Pick-Up Meals		187,731
Senior Companion Program		154,966
Senior Community Services Employment Program		62,563
LTC Ombudsman/Elder Abuse Prevention		59,045
Caregiver Resources		40,188
Computer Learning Center		37,000
Legal Assistance		25,000
Kinship Services		18,205
Total Community-Based Services	\$	2,073,890

In-Home Services

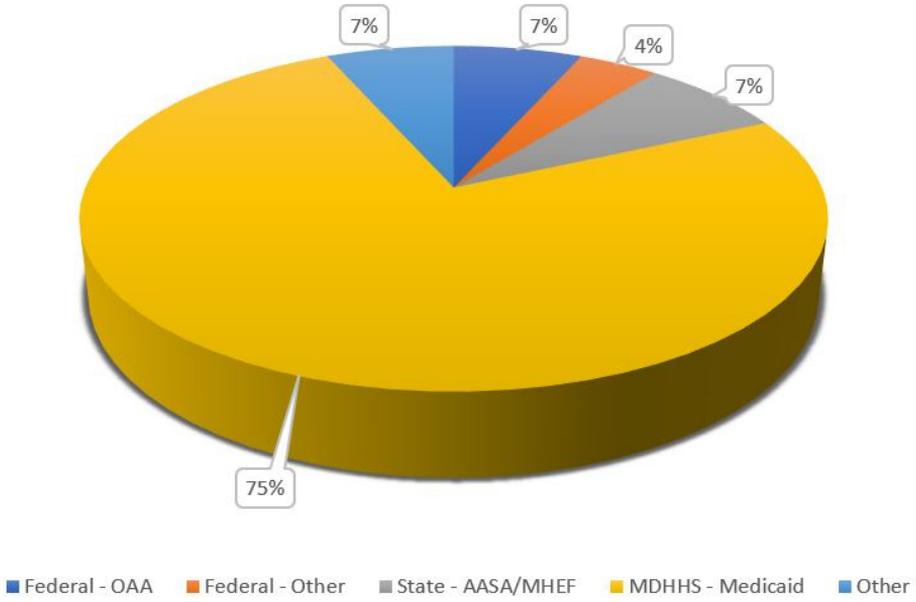
Community Living Supports	\$	13,052,985
Home Delivered Meals		1,586,111
Personal Care/Homemaker Services		336,064
Respite Services		192,188
Personal Emergency Response Systems		169,891
Home Health		108,911
Other Supplies/Equipment		93,773
Self Determination Fiscal Intermediary		92,010
Home Modifications/Injury Control		69,492
Chore Services		31,645
Total In-Home Services	\$	15,733,070

Other

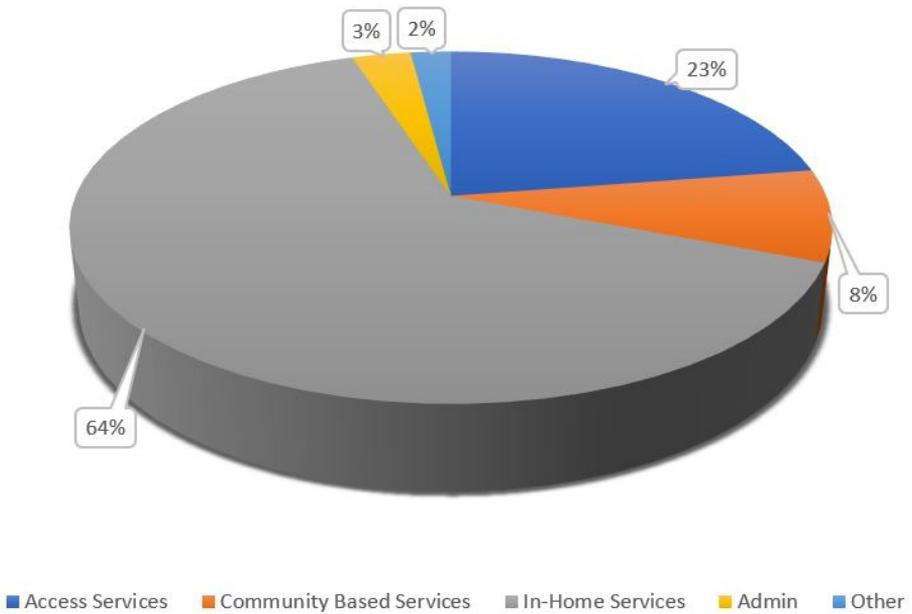
Administration & Operating	\$	725,436
MI Health Link		128,746
Program Development		66,054
Care Continuum Transformation Strategy		29,469
Net to Reserves		274,887
Total Other	\$	1,224,592

Total FY2021 Expenditures **\$** **24,567,110**

REVENUE



EXPENDITURES



Info-Line for Aging and Disability

(800)654-2810

Tax-deductible donations may be made to the Area Agency on Aging to assist in fulfilling its mission and are deeply appreciated.

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.

AAA 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.



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