



**LOOKING FORWARD...**

...planning for tomorrow today.



*Advocacy • Action • Answers on Aging*

**2015 Annual Report**



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### Vision

Area Agency on Aging 1-B will lead regional efforts to ensure that older adults, adults with disabilities, and caregivers achieve their highest quality of life.

### Values

**Teamwork:** We engage all of our stakeholders in an environment that promotes teamwork, partnership, and collaboration.

**Integrity:** We are committed to the highest levels of integrity, financial responsibility, ethical and honest behavior, and transparency.

**Quality:** We strive for excellence in the performance of our duties and provision of services that are timely, affordable, accessible, reliable, and promote personal choice.

**Innovation:** We are a leader in seeking innovative, visionary, and proactive solutions and approaches in the delivery of services.

**Respect:** We foster an atmosphere that values the contributions of all employees, volunteers, and community partners. We assist those we serve with the greatest level of respect and compassion and with a high regard for cultural diversity and personal choice.

### Mission

The Area Agency on Aging 1-B enhances the lives of older adults and adults with disabilities in the communities we serve.



### In Memory

The 2015 Annual Report is dedicated to the memory of Mae Dardarian, a member of the AAA 1-B Board of Directors from 1985 to 2008. Mae's wisdom, strength of character, sense of humor, and passion and commitment to serving the needs of older adults will forever be a part of the AAA 1-B. Her leadership helped shape the agency from infancy and provided guidance and strategic vision for more than 30 years.

This report represents the 2015 Fiscal Year of the Area Agency on Aging 1-B starting on October 1, 2014 and ending on September 30, 2015.



# Dear Friends,

In 2016, the first wave of Baby Boomers will turn 70 and by 2030, the older adult population, in southeast Michigan is projected to increase by almost 40% according to SEMCOG data. This significant increase requires all organizations serving older adults and their families to start preparing for tomorrow, today, by innovation of business models that drive sustainability. It is critically important for the Area Agency on Aging 1-B (AAA 1-B) and the aging network to be in a sustainable position to support the increased demands of this growing population.

A strategic goal for us, over the past three years, was to reduce the agency’s reliance on government funding and develop new revenue streams to support programs and services. Here are some highlights of our achievements:

- In 2015, we fully launched SameAddress, our social enterprise program that provides private pay opportunities to individuals who need help to stay living at home;
- We partnered with Integrated Care Organizations in Macomb County to provide care coordination and manage a network of service providers that directly provide assistance in the homes of older adults and adults with disabilities enrolled in the MI Health Link program;
- And we entered into a new partnership with Huron Valley PACE to provide similar services to their participants.

These new business opportunities are examples of innovation driven by the AAA 1-B to increase our sustainability.

Quality and outcomes are two key success factors in delivering and realizing innovation excellence. We have established quality metrics and performance measures for key business units and focus on continuous process improvement and Lean principles to meet and exceed these measures. Our MI Choice Waiver program’s quality score, as measured through an independent evaluation conducted by the Michigan Department of Health and Human Services improved from 2014, and we realized a 100% compliance with the Michigan Aging and Adult Services Agency programmatic and financial requirements. Our programs and services, and how well we execute the development and delivery is a fundamental consideration in the success of our organization now and in the future.

We are grateful to work with a superb array of organizations and partners in our community, our forward thinking Board of Directors and Advisory Council members, and our knowledgeable and committed staff. Together, we will continue to drive innovation to ensure that older adults and adults with disabilities will continue to have access to the vital programs and services that enhance their quality of life.

Together we can do this.

Amin Irving  
Chair, Board of Directors

Tina Abbate Marzolf  
Chief Executive Officer



Amin Irving  
Chair, Board of Directors



Tina Abbate Marzolf  
Chief Executive Officer

“Sustainability and growth are complementary.”



# 2015 in Review

**56,418 individuals** were linked to services and programs through the Resource Center - a trusted source of information and assistance.

**61,920 visitors** clicked on [aaa1b.org](http://aaa1b.org) to learn more about services and programs - an increase of 25% from the previous year.



**36,000 Medicare beneficiaries** received help through the MMAP program, an unbiased program that provides quality counseling and information on all Medicare options and services.

**1,993 seniors and adults with disabilities** were linked to transportation options through the myride2 program. 63% of individuals served through myride2 need transportation for medical purposes.



**1,400+ family caregivers** attended the 16th Annual Solutions for Family Caregiver Expo supported by many organizations including the Health Alliance Plan (HAP), AAA – The Auto Club, Blue Cross Blue Shield of Michigan and Christopher J. Berry, CELA.

**199 family members** caring for someone with memory loss or dementia participated in Creating Confident Caregivers, an evidence based program designed to increase knowledge, skills and reduce care giving stress.

**123 professionals and students** attended the 6th Annual Judith J. Walhberg Memorial Lecture on "Myth Busting Common Concerns about Aging".



**Achieved CARF** (Commission on Accreditation of Rehabilitation Facilities) reaccreditation. CARF accreditation demonstrates an organization's commitment to providing high quality services.

**MichiganHomeCareGuide.com and the Silver Key Coalition** both won a National Association of Area Agencies on Aging Innovation and Achievement Award.

**Recipient of the Call to Justice Award** from Elder Law of Michigan, in recognition of the AAA 1-B's contributions to the field of aging.

## Age Sensitivity Training

The agency launched a training designed to help individuals who interact with older adults better understand the impact of aging. The interactive Age Sensitivity Training includes 2 social work CEUs and engages participants in discussions on stereotypes about aging and ageism, the differences between pathological and normal aging, and various activities to simulate sensory losses that occur with aging. Six workshops were held in 2015 with over 145 attendees. Feedback has been extremely positive with several trainings scheduled for 2016.

## Amazing Technologies for Caregivers

The Advisory Council Ad Hoc Study Committee developed a report that highlighted 47 technology solutions designed to help caregivers of older or disabled adults. The report was created in response to research that indicated there was no comprehensive source currently available that compiled and rated the many technologies available for caregivers. Caregivers are constantly confronted with new challenges and searching for new solutions. The Amazing Technologies for Caregivers Report highlights various technologies that cover a broad range of topics relevant to caregivers with a rating system based on ease of use, cost and information or assistance provided to help a caregiver. A copy of the report is available at [aaa1b.org](http://aaa1b.org).

## PACE Partnership

The agency entered into a partnership with the Huron Valley PACE (Program for All-Inclusive Care for the Elderly) to provide clinical assessments of PACE participants and network management for participant in-home services.

## Older Adult Population Growth Estimates

Between 2015 and 2030, the older adult population 60 years of age or older in Region 1-B, is estimated to grow by 39%. Changes in the age structure of this population will have implications for health care services and providers, national and local policy-makers, and businesses. The AAA 1-B is focused on planning now for this exponential shift in population.

County	2015	2030*	% Increase
Oakland	269,812	368,003	36%
Macomb	192,924	264,722	37%
Washtenaw	65,756	98,573	50%
Monroe	35,448	49,481	40%
St. Clair	38,771	51,609	33%
Livingston	39,845	62,784	58%
Region 1-B	642,556	895,172	39%

\*Source: SEMCOG 2040 Forecast, 60 years of age and older.

# SameAddress: A New Social Enterprise

SameAddress provides the most comprehensive In Home Care and Concierge solutions that enable safe, comfortable and independent living for older adults who choose to age at home.



## What does SameAddress offer?

SameAddress offers over 40 In Home Care and Concierge services to support older adults at all stages of life with all aspects of independent living.

### Concierge Solution

- Daily Living Support
- Home Modification and Repair
- Professional Services

### In Home Care Solution

- Personal Care
- Health Care Management

## How does SameAddress provide services?

SameAddress is made up of certified nurses, Certified Aging in Place (CAP) advisors and builders as well as trusted local agencies and partners who provide services to clients. SameAddress starts with a customized care assessment, where a nurse and CAP builder analyze an older adult's current health and home situation, then recommend specific services and modifications that will improve overall safety and well-being.

## Why is SameAddress a Social Enterprise?

Area Agency on Aging 1-B is committed to providing information, services and resources to older adults in the community. However, traditional care support options are rapidly becoming underfunded to accommodate the growing needs of aging adults. SameAddress is intended to provide a sustainable source of revenue for the agency to provide services for the expanding population of older adults.

By making SameAddress a Social Enterprise, AAA 1-B can achieve more social impact and maximize its improvements in senior well-being to fulfill two important goals:

- Creating a sustainable, scalable new revenue stream that helps guarantee and expand operations to reduce waiting list volumes.
- Expanding coverage to seniors of all economic brackets to provide appropriate care to anyone who needs it.

## SameAddress Accomplishments

Since the launch in July of 2015, SameAddress has taken over 1300 calls, conducted close to 250 assessments and provided services to over 120 seniors. dCare, a proprietary online portal, rolled out soon after launch and provides clients and their families access to scheduled and past services, assessment information, and ongoing communication.

## The Future of SameAddress

SameAddress continues to grow their brand and broaden their offering with other products and services that are relevant and valuable to the aging community.

For more information please call 1 866 SENIOR 1 or visit [www.sameaddress.com](http://www.sameaddress.com).





# Community Service Report

## Contracted Services: Units Provided and Older Adults Served in 2015

SERVICE	UNITS	OLDER ADULTS SERVED
Adult Day Care	84,042	247
Chore	38,258	2,306
Congregate Meals	181,774	12,695
Elder Abuse Prevention	1,028	2,063
Evidence Based Health Programs	5,385	996
Grandparents Raising Grandchildren	1,005	312
Hearing Assistance Services	3,100	1,500
Home-Delivered Meals	1,804,459	12,605
Home Injury Control	2,585	879
Volunteer Caregivers	19,912	846
Long Term Care Ombudsman	4,483	7,024
Legal Services	11,935	2,246
Resource Advocacy	36,905	9,979

## Supporting 53,968 Older Adults

The Area Agency on Aging 1-B receives federal funding through the Older Americans Act, state funding through the Michigan Aging and Adults Services Agency, and local county contributions to support key services for adults, 60 years of age and older in our region. The AAA 1-B then contracts with local organizations to directly provide these services to older adults within each county.

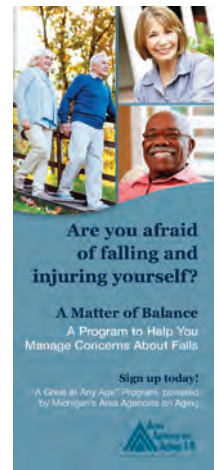
## Expanding Evidence Based Wellness Programs

In 2015, the Area Agencies on Aging Association of Michigan received a two year state-wide grant from the Michigan Health Endowment Fund to expand two evidence based programs, A Matter of Balance and Diabetes PATH. Each Area Agency on Aging across the state received a percentage of the grant award to provide these two programs in their service area and achieve three main goals by 2016:

1. Reduce fall injuries and death in the elderly population by training more adults in A Matter of Balance falls prevention program
2. Increase the health and well-being of people with Type 2 diabetes by training more high risk older adults with diabetes in Diabetes PATH self-management program and
3. Develop the capacity to obtain private pay, Medicare and private insurance reimbursements for evidence-based programs

The AAA 1-B achieved considerable success in 2015 towards meeting the two year grant goals for our region.

**229**  
Older adults trained in Diabetes PATH



**429** Older adults trained in Matter of Balance



## Assisting Over 500 Older Adult Refugees and Immigrants

In the second year of a two year grant from the Michigan Aging and Adult Services Agency, the AAA 1-B funded Chaldean American Ladies of Charity and Jewish Family Services of Washtenaw for outreach to older adult refugee and immigrant populations in Oakland, Macomb and Washtenaw counties. Over 500 older adult refugees and immigrants received support including document translation, ESL classes, healthy eating classes, citizenship classes and help with accessing food assistance, transportation and care coordination services.



“I think I have more confidence now.”

Jessica, 72 years old, fell last spring and broke the humerus on her right arm when she slipped off a shovel as she was digging in the garden. She lives off a main road and fortunately fell into the driveway and not onto the road. Jessica had her cell phone in her hand and her husband was home to help out, but the scenario haunted her. “What if I fell in the road? What if I didn’t have my phone with me?”

Concerned about future falls, Jessica signed up for a Matter of Balance workshop offered at the local hospital in her area. The course is eight weeks long and designed to prevent falls, reduce the fear of falling and increase physical activity through group and individual activities. Each class is two hours and facilitated by two trained coaches with a maximum of 16 participants.

The workshop gave Jessica an opportunity to reenact her fall and helped her learn techniques to manage the fall including role playing how to get back onto her feet. “I think I have more confidence now,” Jessica stated.



# Clinical Services Report



## MI Health Link

The AAA 1-B entered into contracts with five integrated care organizations to provide various services as part of the MI Health Link demonstration project in Macomb County. Services provided by the agency include network credentialing, network service arranging, network claims processing, long term care assessments and care coordination. MI Health Link is a new health care option for Michigan adults, ages 21 or over, who are enrolled in both Medicare and Medicaid, and offers a broad range of medical and behavioral health services, pharmacy, home and community-based services and nursing home care, all in a single program, provided by integrated care organizations, designed to meet individual needs.

## Housing Partnership Achieves Positive Outcomes

The Family Care Coordination project, a partnership between the AAA 1-B and American House Senior Living Communities, where an AAA 1-B supports coordinator is onsite at an American House location and provides support to residents including arrangement of in-home care, medication management and physical and occupational therapy has achieved positive outcomes in 2015:

1. An increase in the occupancy rate at American House Oakland and;
2. Through education about in-home care options, an increase in the number of residents who have chosen to return to American House Oakland for rehabilitation following a hospital stay instead of a skilled nursing facility.

## New Housing Partnership Established

The AAA 1-B and CSI Support and Development have entered into a unique partnership to help enable the members of Pontiac Village Estates (PVE) to age in place. The AAA 1-B has a licensed social work supports coordinator onsite at PVE three days per week to provide various supports and system navigation assistance. Using a person-centered approach, the types of assistance include applying for various benefits and entitlement programs, budgeting, hosting educational programs and providing resources to members. A key role played by the support coordinator is empowering members toward action on their own behalf. Nearly one year in, the program continues to be a great success.

## 3,144 Older Adults and Adults with Disabilities Served through Community Support Services in 2015

County	Community Care Management (CCM) (includes Rapid Response Respite)	Community Living Program (CLP)	Unduplicated CCM/CLP	MI Choice	Community Transition Services (CST)	Veterans Administration HCBS
Livingston	12	155	160	57	6	3
Macomb	39	426	459	242	23	5
Monroe	14	153	159	46	8	2
Oakland	68	729	780	527	61	21
St. Clair	1	47	48	34	–	2
Washtenaw	19	296	305	136	10	2
<b>Total Served</b>	<b>153</b>	<b>1,806</b>	<b>1,911</b>	<b>1,042</b>	<b>108</b>	<b>35</b>

**98% of the participants were very satisfied with their care coordination services.**

**MI Choice Home and Community Based Waiver Program** provides a nursing home alternative for Medicaid eligible adults age 65 years of age and older and disabled adults over the age of 18 to help them remain living in the community.\*

**Community Transitions Service** helps provide options for Medicaid eligible nursing facility residents to transition from the nursing facility back to the community.\*

**Community Living Program** is designed to meet older adults at their point of need by providing telephonic long term care consultation and access to in-home care services.

**Community Care Management** is a program that helps coordinate and manage a variety of home-care and other services needed by frail elderly persons aged 60 years and older at risk of nursing home placement.

\*These programs are funded in part by the Michigan Department of Health and Human Services.



“ I am really, really grateful for having the agency in my life.”

Charu is the primary caregiver for her husband, Gautam. In 2007, he had quadruple heart by-pass surgery, and then in 2014, suffered from a debilitating stroke which left him with significant left side weakness and the need for considerable assistance to remain living at home. Up until his stroke, Gautam was a physical therapist, who loved his work in hospitals and doing home health therapy.

Charu had to give up her job to take care of her husband and after caring for him for several months, realized she needed help. She found out about the Area Agency on Aging 1-B and is now receiving assistance each week through the Community Living Program. Twice a week, for a few hours, she has a direct care aid come in to help with his personal care, do some light housework and give Charu the opportunity to leave the home and do errands such as grocery shopping.

“Without the services from the Area Agency on Aging 1-B, I wouldn’t have made it,” said Charu. “I am really, really grateful for having the agency in my life.”



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*We apologize for any omissions or errors.*

**The Area Agency on Aging 1-B is sincerely grateful to our generous donors whose contributions have significantly enhanced the quality of life of older adults and adults with disabilities by helping them to remain living in their home and community.**





# Awards and Recognitions



## Sandra K. Reminga Lifetime Achievement Award

### Floreine Mentel

In honor of Floreine’s passion and dedication to enhancing the lives of older adults and family caregivers through her outstanding advocacy efforts for senior issues at the local, state and federal levels; her commitment to raising funds to support key initiatives to benefit older adults in southeast Michigan; her contributions to Monroe County seniors in her role as County Commissioner, as a member of the Board of Directors for Frenchtown Senior Center and her involvement with the Monroe County Blueprint on Aging; and her many years of dedicated service as a member of the AAA 1-B Board of Directors and Advisory Council, including chair of several Advisory Council Ad Hoc Study Committees.



## Public Service Leadership Award

### Kari Sederburg

In appreciation of Kari’s commitment to enhancing the lives of older adults and family caregivers through her leadership as Executive Director of the Michigan Aging and Adult Services Agency, her positive action and focus on the needs of our most vulnerable populations during the formation of the Michigan Department of Health and Human Services.



## Service Provider Leadership Award

### Chaldean American Ladies of Charity

In recognition of the organization’s dedication to providing education, services and training to hundreds of older adult immigrants, refugees and their families to enhance their quality of life, reduce social isolation and support access to local programs and services.



## Volunteer/Community Leadership Award

### SAGE Metro Detroit

In appreciation of the organization’s leadership on key initiatives to increase awareness, education and access to resources to help build awareness and promote change so that lesbian, gay, bisexual and transgender older adults may age with dignity and authenticity.

## Innovation Leadership Award

### Critical Signal Technologies



In recognition of the organization's contributions through their innovative partnership with the AAA 1-B to support the SameAddress Concierge Service through Critical Signal Technologies fully functional call center which provides subscribers with access to a wide array of non-standard services.

## Blue Ribbon Outcomes Award

### Catholic Social Services of Washtenaw County Macomb Community Action



Macomb  
Community  
Action

Recognizing superior performance in helping older adults access Medicare benefits, a key outcome area, that greatly improves the quality of life of older adults and provides a significant return of investment on public funds.

## Area Agency on Aging 1-B Extra Degree Recognition Employee Award

Based on the motivational book, 212°, water becomes steam at 212 degrees and steam can power a locomotive. Pushing one extra degree can be the difference between good and great. Congratulations to the following AAA 1-B staff who achieved 212 degrees of performance in 2015:



**Brandon Charles**



**Ryan Cowmeadow**



**Sarah Jacobs**



**Rabia Raftari**



# Partners

## Thank you to the following organizations.

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 Imperial Senior Suites  
 Independent Nursing Services  
 Integrated Living, Inc.  
 Interfaith Volunteer Caregivers  
 Interim of Oakland County  
 Jewish Family Service of Metropolitan  
 Detroit  
 Jewish Family Services of Washtenaw  
 County  
 Jewish Senior Life Services, Inc.  
 Jewish Vocational Service  
 JLC Care Services, Inc  
 LaJoy Group, Inc.  
 Lakeshore Legal Aid  
 Legal Services of South Central Michigan  
 Living Independence For Everyone  
 Livingston County Catholic Charities  
 Livingston County Senior Nutrition  
 Program  
 Loving Care Home Care, LLC  
 M & Y Care, LLC  
 Macomb Community Action  
 Meadow View Assisted Living

Metro Care Home  
 Metro Home Care, LLC  
 Mitchell Home Medical, Inc.  
 Mom's Meals  
 Monroe County Opportunity Program  
 Monroe County Senior Legal Services  
 Nathional Kidney Foundation of Michigan  
 National Council of Jewish Women  
 Neighborhood Legal Services  
 Oakland Livingston Human Services  
 Agency  
 Older Persons' Commission  
 Omni Private Duty  
 Orchard Hills Manor  
 Partners in Personal Assistance, Inc.  
 Personal Accounting Services, Inc.  
 Personal Touch Home Health Care  
 Services, Inc.  
 Pines of Clarkston  
 Pontiac Meals on Wheels  
 Precise Health Care Services L.L.C.  
 Quality Home Care, LLC  
 Reddi-Ride  
 Regents of the University of Michigan  
 Rhema-Harrington, LLC  
 Ridgeway  
 Sacred Heart Adult Care Home, Inc  
 Sanborn Home for the Aged  
 SarahCare - Lakeside  
 Senior Meals on Wheels  
 Sheldon Medical Supply  
 Signature Solutions Group  
 South Eastern Michigan Indians, Inc.  
 The Asian Center- Southeast Michigan  
 The August Winter House  
 The Harrington Inn  
 The Medical Team, Inc.  
 The Regents of The University of  
 Michigan-Michigan Visiting Care  
 United Care Services, LLC  
 Vanderhaeghen AFC, LLC  
 Vibrant Life Senior Living  
 Visiting Nurse Association Health  
 Services  
 VRI of Michigan  
 Washtenaw County Office of Community  
 & Economic Development  
 Waterford Oaks Senior Care  
 Waterford Senior Center  
 Watson Health Care  
 Western Oakland Meals on Wheels  
 Windemere Park Assisted, LLC  
 Winterwood Estates  
 Work Skills Corporation



# Financial Statement

## Area Agency on Aging 1-B Statement of Revenue, Expenses and Changes in Unrestricted Net Assets

Changes in Unrestricted Net Assets	Year Ended September 30	
	2015	2014
Revenue and support:		
Federal grants	\$ 10,357,397	\$ 10,141,069
Care transitions program	-	65,618
State grants	31,965,600	29,447,442
Intergrated care program	890,162	-
Local support	4,542,060	4,460,958
Local - county contributions	554,590	325,112
Program income	847,804	985,089
Other income	954,650	710,467
Interest income	138,698	163,529
<b>Total revenue and support</b>	<b>50,250,961</b>	<b>46,299,284</b>
Program services:		
Support programs	11,866,953	11,469,872
Nutrition program	11,597,828	11,017,874
HCBS Medicaid Waiver	21,650,747	23,165,587
Integrated Care program	1,026,924	-
MHEF program	210,050	-
SameAddress program	773,043	-
MMAP programs	250,256	-
Eldercare program	-	(6,277)
Other programs	699,388	756,516
Total program services	48,075,189	46,403,572
Supporting services:		
Management and general	1,311,866	1,246,379
Total expenses	49,387,055	47,649,951
Increase in unrestricted net assets before effect of pension liability adjustment	\$ 863,906	\$ (1,350,667)
<b>Effect of Pension Liability Adjustment</b>	\$ (671,278)	\$ 87,562
<b>Increase (decrease) in Unrestricted Net Assets</b>	\$ 192,628	\$ (1,263,105)
<b>Unrestricted Net Assets - beginning</b>	6,711,026	7,974,131
<b>Unrestricted Net Assets - ending</b>	<b>\$ 6,903,654</b>	<b>\$ 6,711,026</b>

The above information represents one of the Agency's basic financial statements. To obtain further information regarding the Agency's financial performance, interested parties should examine a complete set of the audited annual financial statements.



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