

2016

ANNUAL REPORT



Advocacy • Action • Answers on Aging

DEAR FRIENDS |



Karen Wintringham
Chair, Board of Directors

Welcome to the 2016 Area Agency on Aging 1-B (AAA 1-B) Annual Report. This past year was a year filled with many changes and accomplishments. Our first priority as an organization remains our commitment to assisting older adults, adults with disabilities and family caregivers. We are privileged to serve this population in our six county region, with an emphasis on honoring the dignity and preference of each individual and helping them to live successfully in their community.

Our 2013 to 2016 strategic plan guided our success in many areas, most notably in; **revenue diversification, organizational culture and core service delivery.** SameAddress, a social enterprise program of the AAA 1-B, and MI Health Link, the Michigan Department of Health and Human Services dual eligible pilot program in Macomb County are two primary revenue diversification initiatives of the agency. Both programs demonstrated progress towards achieving long term revenue goals and contributing to supporting future services for both agency participants and our partners.



Jim McGuire
Interim Chief Executive Officer

The **culture and values of our organization provide the foundation** upon which everything else is built. They are arguably our most important competitive advantage. Our strength as an agency comes from the people - our staff, network of providers and volunteers - who work each day toward improving the quality of life for those we serve. They demonstrate a passion for making a difference in the lives of those we serve. This dedication is essential to our capacity to achieve the strategic goals of the agency. Our competitive advantage, the people, is what drives our organization to success.

The focus on building and sustaining our core programs including the MI Choice Medicaid Waiver, the Community Living Program, MMAP (Medicare Medicaid Assistance Program), Information and Assistance program and our contracted services to community organizations were essential to developing a strong platform to support growth and innovation. We delivered high quality core programs in 2016, and served thousands of older adults and adults with disabilities. Continuous improvement to achieve efficiency and deliver innovative, sustainable programs is and will continue to be a leading goal of the agency.

To make progress as an organization takes many people working well together. We wish to thank and recognize our community partners for providing quality programs and services, our volunteers and advocates for helping and providing a voice for older adults and adults with disabilities, and our legislators and county commissioners who provide responsive public policy to support senior services. As well, we extend our deep appreciation to the Board of Directors for their excellent leadership and vision, the members of the Advisory Council for their recommendations and advocacy and the AAA 1-B staff for their exemplary work this past year.

A handwritten signature in black ink that reads "Karen Wintringham".

Karen Wintringham
Chair, Board of Directors

A handwritten signature in black ink that reads "Jim McGuire".

Jim McGuire
Interim Chief Executive Officer

2016 HIGHLIGHTS



41,622 RECEIVED HELP THROUGH MMAAP PROGRAM (Medicare Medicaid Assistance Program) an unbiased service that provides quality counseling by trained volunteers.

48,383 INDIVIDUALS were linked to services and resources by our AIRS Accredited Information and Assistance program.

\$117,815 was raised from our generous donors to support the AAA 1-B Holiday Meals on Wheels program and Unmet Needs program.

2,985 INDIVIDUALS were provided with in-home services through the AAA 1-B Community Support Services programs.

2,262 SENIORS AND ADULTS WITH DISABILITIES contacted myride2 for transportation information.



1,087 OLDER ADULTS completed a Matter of Balance and 534 completed a Diabetes PATH workshop as part of a two year statewide grant received from the Michigan Health Endowment Fund to improve the health and well being of seniors in Michigan.

1,350 CAREGIVERS attended the 17th Annual Solutions for Family Caregiver Expo.



THE AGENCY ACHIEVED AIRS ACCREDITATION (Alliance for Information & Referral Services) for our Information and Assistance program. AIRS accreditation demonstrates full compliance with the AIRS Standards for Professional Information and Referral and is the primary quality assurance mechanism for affirming information and referral excellence.

SAMEADDRESS, a social enterprise program that offers a comprehensive range of private pay care and concierge services for older adults who choose to age at home, helped 220 seniors in 2016. The program also received two grants from the Michigan Health Endowment Fund to support development and sustainability of the social enterprise:



- \$73,875 Community Health Impact Responsive Grant Program for full development of dCare, a customer facing portal and;
- \$499,913 a Healthy Aging Grant to develop new services and program expansion.

AAA 1-B PARTNERSHIPS WITH FIVE INTEGRATED CARE ORGANIZATIONS as part of the MI Health Link demonstration project in Macomb County served 735 individuals through care assessments and care coordination services.

A PARTNERSHIP WAS ESTABLISHED WITH TOTAL HEALTH CARE to provide clinical services including chronic disease management and care transitions from hospital and nursing home to health plan participants. In 2016, the AAA 1-B served 50 Total Health Care members.

FEAST (Friends Eating and Socializing Together) is an innovative congregate meal program funded by a \$47,000 grant received from the Community Foundation for Southeast Michigan. The AAA 1-B partnered with United Community Family Services in Macomb County and the Council on Aging Inc., serving St. Clair County to offer a voucher based meal program at two local restaurants.

THE AAA 1-B WAS AWARDED A \$34,880 GRANT from the Michigan Department of Health and Human Services to combat prescription drug misuse by older adults. This grant was a direct result of the recommendations developed by the **Advisory Council Ad Hoc Study Committee's** investigation on the issue of prescription misuse among older adults. The AAA 1-B will work with community providers to conduct a pilot study with homebound older adults to examine the effectiveness of using Deterra pouches to dispose of medications.

THE AAA 1-B PARTNERED WITH THE WAYNE STATE UNIVERSITY, INSTITUTE OF GERONTOLOGY to secure a grant to support the SAFE (Success After Financial Exploitation) program designed by Dr. Peter Lichtenberg to help older adults combat scams and identify theft based on research conducted on the financial decision making of seniors. The SAFE program offers one-on-one assistance with filing police reports, contacting credit report agencies, disputing credit reports, setting up fraud alerts and other steps. A SAFE Program Coordinator is now available at the AAA 1-B as a resource to provide support to seniors that may be victims or at risk of financial exploitation.

THE AAA 1-B PROVIDED LEADERSHIP FOR THE SILVER KEY COALITION, a group of statewide organizations that advocate for state government to make Michigan a no wait state for senior in-home services. The coalition secured a \$2.5 million increase in funding for 2017, and the AAA 1-B will receive approximately \$500,000 of this additional state revenue to support in-home senior services.

SERVICE REPORTS

COMMUNITY SERVICE REPORT

The Area Agency on Aging 1-B receives designated 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 within each county.

CONTRACTED SERVICES: UNITS PROVIDED AND OLDER ADULTS SERVED IN 2016



| SERVICE | UNITS | OLDER ADULTS SERVED |
|------------------------------------|---------|---------------------|
| Adult Day Care | 81,247 | 235 |
| Creating Confident Caregivers | 1,678 | 163 |
| Chore | 41,331 | 2,756 |
| Congregate Meals | 173,406 | 3,143 |
| Elder Abuse Prevention | 1,274 | 2,009 |
| Evidence Based Health Programs | 5,981 | 1,052 |
| Grandparents Raising Grandchildren | 2,647 | 162 |
| Hearing Assistance Services | 8,492 | 3,749 |
| Home Injury Control | 2,372 | 886 |
| Home Delivered Meals | 347,719 | 12,053 |
| Legal Services | 38,378 | 6,399 |
| Long Term Care Ombudsman | 5,266 | 6,787 |
| Resource Advocacy | 30,161 | 10,561 |
| Volunteer Caregivers | 22,601 | 1,529 |

INDIVIDUALS SERVED THROUGH COMMUNITY SUPPORT SERVICES PROGRAMS IN 2016

| County | Community Care Management (CCM) (includes Rapid Response Respite) | Community Living Program (CLP) | MI Choice Medicaid Waiver Program | Community Transition Services (CST) | Veterans Administration HCBS |
|---------------------|--|--------------------------------|-----------------------------------|-------------------------------------|------------------------------|
| Livingston | 4 | 143 | 53 | 9 | 1 |
| Macomb | 18 | 369 | 278 | 17 | 8 |
| Monroe | 9 | 182 | 48 | 2 | 0 |
| Oakland | 25 | 711 | 585 | 57 | 21 |
| St. Clair | 1 | 32 | 30 | 0 | 2 |
| Washtenaw | 6 | 253 | 114 | 6 | 1 |
| Total Served | 63 | 1,690 | 1,108 | 91 | 33 |

CLINICAL SERVICES REPORT

The AAA 1-B receives funding from the Michigan Department of Health and Human Services to provide in-home services through the MI Choice Medicaid Waiver program and Community Transition Services; funding from the Aging and Adult Services Agency to provide in-home services through the Community Care Management and Community Living Program; and the agency has a partnership with Veterans Administration to provide in-home services to qualified veterans.

| Units of service provided: | | Funds expended (unaudited): | |
|-------------------------------|------------------|-----------------------------|------------------------|
| CLP | 905,618 | CLP | \$3,408,131.62 |
| CCM | 8,145 | CCM | \$34,883.02 |
| MI Choice & CTS | 3,931,175 | MI Choice & CTS | \$23,297,372.53 |
| VA-HCBS | 179,677 | VA-HCBS | \$733,726.20 |
| Total units of service | 5,024,615 | Total funds expended | \$27,474,113.37 |

AWARDS AND RECOGNITIONS

SANDRA K. REMINGA LIFETIME ACHIEVEMENT AWARD

Frankie Foidl

Executive Director, Living Independence for Everyone (LIFE)



In honor of Frankie's exceptional leadership, dedication and passion to enhancing the lives of older adults by forming and operating Living Independence for Everyone (LIFE), Monroe County's senior nutrition program. LIFE is one of the region's most successful meal programs, achieving consistent growth and incredible community support that has enabled the organization to build and operate a state of the art kitchen and administration facility. Her outstanding efforts have made Monroe County a no wait list county for meals on wheels.

COMMUNITY LEADERSHIP AWARD

Monroe County Commission on Aging



Commission On Aging

In recognition of Monroe County Commission on Aging's many years of exceptional administration, innovative programs, and earning strong community support for older adult services.

Commission staff and members have demonstrated outstanding stewardship of public resources and supported a service delivery system with compassionate providers who deliver quality service to Monroe County residents.

AREA AGENCY ON AGING 1-B EXTRA DEGREE EMPLOYEE AWARD

In recognition of performance excellence:



Mary Beth Platt



Amanda Sears



Lori Smith



Courtney Steward

PUBLIC SERVICE LEADERSHIP AWARD

Senator Jim Marleau



In recognition of Senator Marleau's commitment to enhancing the lives of older adults through his support for senior services in his various roles as Orion Township Treasurer, State Representative and State Senator. Senator Marleau has been the leading proponent for the effort to make Michigan a no wait state for in-home services, and as a result of his efforts thousands of Older Michiganians have been taken off wait lists to receive in-home care and meals on wheels.

SERVICE PROVIDER LEADERSHIP AWARD

Hoarding Task Force of Washtenaw County



In recognition of the organization's dedication to supporting older adults in the community through its volunteer-based services. As the first such task force in Michigan, Hoarding Task Force of Washtenaw County has enhanced many lives in the community by preventing evictions, creating safe housing for clients and their neighbors, and teaching skills and remediation techniques to hundreds of clients.

FINANCIAL STATEMENT

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

Years Ended September 30, 2016 and 2015

| Changes in Unrestricted Net Assets | 2016 | 2015 |
|--|-----------------------|---------------------|
| Revenue and support: | | |
| Federal grants | \$ 10,932,567 | \$ 10,357,397 |
| State grants | 31,278,178 | 31,965,600 |
| Integrated care program | 2,633,094 | 890,162 |
| Local support | 4,402,560 | 4,542,060 |
| Local - county contributions | 582,437 | 554,590 |
| Program income | 331,385 | 847,804 |
| SameAddress program | 376,687 | 16,913 |
| Other income | 2,020,638 | 937,737 |
| Interest income | 46,996 | 138,698 |
| Total revenue and support | 52,604,542 | 50,250,961 |
| Program services: | | |
| Support programs | 12,302,845 | 11,866,953 |
| Nutrition program | 10,864,037 | 11,597,828 |
| HCBS Medicaid Waiver | 23,205,895 | 21,650,747 |
| Integrated care program | 3,297,538 | 1,026,924 |
| MHEF program | 464,942 | 210,050 |
| SameAddress program | 1,702,862 | 773,043 |
| MMAP programs | 329,422 | 250,256 |
| Other programs | 1,332,954 | 699,388 |
| Total program services | 53,500,495 | 48,075,189 |
| Supporting services: | | |
| Management and general | 328,399 | 1,311,866 |
| Total expenses | 53,828,894 | 49,387,055 |
| (Decrease) increase in unrestricted net assets before effect of pension liability adjustment | \$ (1,224,352) | \$ 863,906 |
| Effect of Pension Liability Adjustment | \$ (114,212) | \$ (671,278) |
| (Decrease) increase in Unrestricted Net Assets | \$ (1,338,564) | \$ 192,628 |
| Unrestricted Net Assets - beginning | 6,693,616 | 6,711,026 |
| Prior period adjustment | - | (210,038) |
| Unrestricted Net Assets - beginning (restated) | 6,693,616 | 6,500,988 |
| Unrestricted Net Assets - ending | \$ 5,355,052 | \$ 6,693,616 |

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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VISION

Independence and well being for those we serve.

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

Innovative Options + Sustainable Services = Empowered Lives



This report represents the 2016 Fiscal Year of the Area Agency on Aging 1-B starting on October 1, 2015 and ending on September 30, 2016.



The 2016 Annual Report is dedicated to the memory of Jan Dolan, a member of the AAA 1-B Board of Directors from 2002 to 2016. Jan was the first female Board Chairperson, serving as Chair from 2008 to 2012. Jan was very involved and supportive of senior issues during her career in local and state government and demonstrated strong bipartisanship in addressing the needs of all Michigan residents. Jan's leadership, her commitment and dedication to the AAA 1-B and her passion of the agency's mission significantly improved the quality of life of older adults in our region.



Advocacy • Action • Answers on Aging

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