



# Supporting Seniors in Unprecedented Times

2020 Annual Report

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## MISSION

Enhance the lives of older adults and adults with disabilities in the communities we serve.

## VISION

Independence and well being for those we serve.

## VALUES

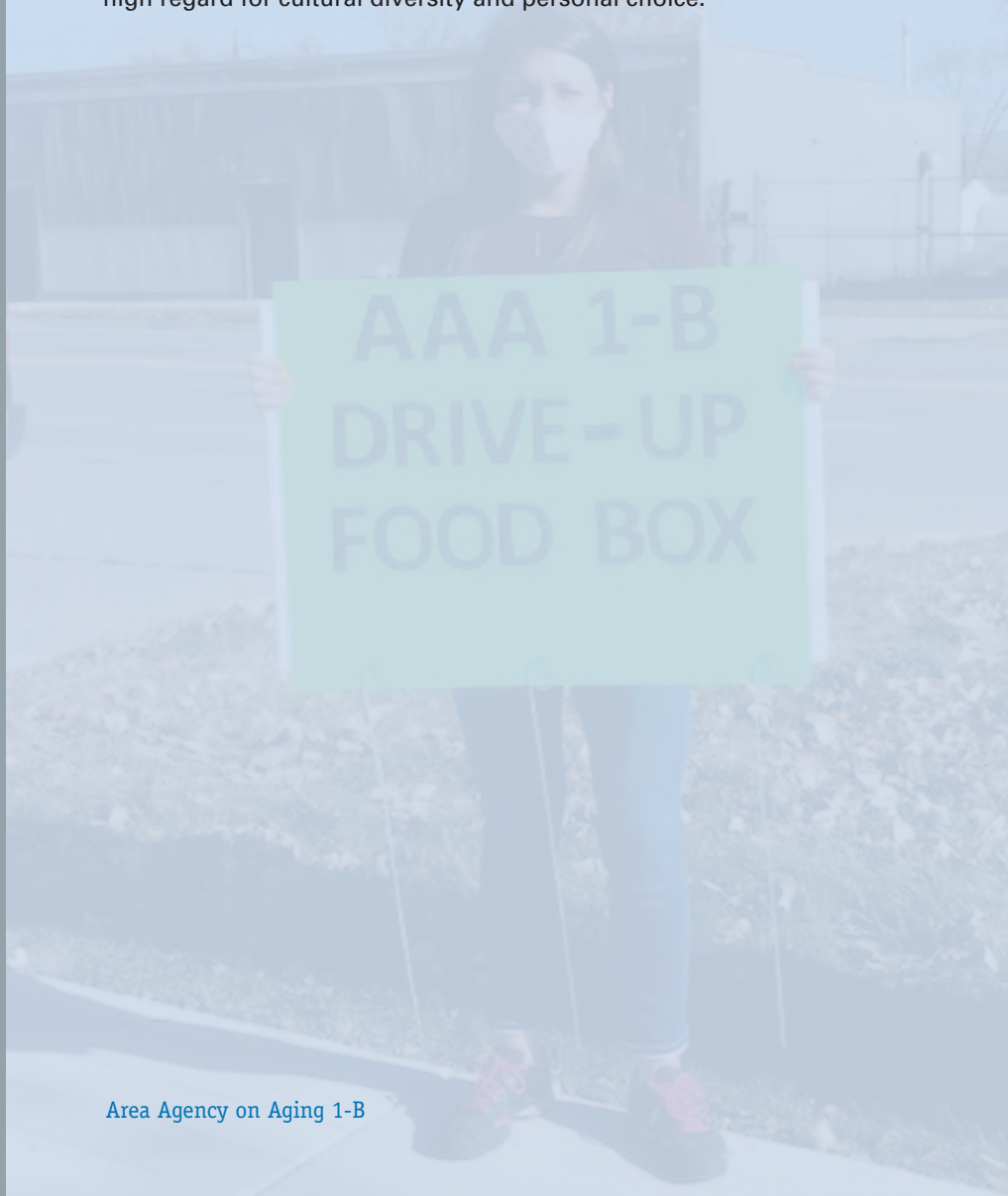
**TEAMWORK:** We engage all of our stakeholders in an environment that promotes teamwork, partnership and collaboration.

**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.



# DEAR FRIENDS

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In a year like no other, we have been deeply focused on our essential work of supporting older adults and adults with disabilities to ensure they remained safe and connected during this unprecedented time. We began Fiscal Year (FY) 2020 with ambitious goals outlined in our three-year strategic plan that would guide us into the future. While we had to put several of those efforts on pause, we made it a priority to focus on those services most critical to our mission and to those individuals who rely on services delivered by our agency and our network of community partners.

One of the most significant needs identified during the early stages of the COVID-19 pandemic was access to food resources for older adults. With federal dollars received through the Families First Coronavirus Response Act (FFCRA) and the CARES Act, we gave our nutrition providers additional funding to increase their capacity to meet the needs of older adults in their communities. Nutrition organizations were able to serve seniors temporarily homebound due to the pandemic with home delivered meals, provide meals for family caregivers and other family members residing in the senior's home and the funding helped cover the increased cost of purchase delivery vehicles to create capacity to deliver more meals. Providers also used the funds to buy additional equipment, supplies, personal protective equipment for staff and volunteers and to help cover the increased cost of food due to COVID.

To ensure all of our constituents were fully supported during this challenging time, our agency quickly pivoted to move all staff to a remote working environment. Our Resource Specialists were taking live calls within one week of the agency closing our physical location, providing an essential service to older adults and family caregivers looking for resources to support them during the pandemic. Resource Center staff continually updated information for older adults throughout the pandemic from details on what grocery and retail stores had designated senior hours through to friendly caller programs available to reduce social isolation.

We realized other major successes in FY2020. Two key programs at the state level to hire and retain direct care workers were implemented within our agency. Direct care workers, individuals who provide the home care services such as personal care, are essential to ensuring the health and safety of older adults and adults with disabilities in our clinical programs. We worked with home health care companies in our vendor network to



*Michael Karson*



*Jeff Chang*

implement a \$2 per hour pass through wage increase for direct care workers, funded by the Michigan Department of Health and Human Services (MDHHS) and the Michigan Aging and Adult Services Agency (AASA) to help retain current workers and recognize them for their commitment to working through the pandemic. Our agency also participated in a program funded by MDHHS designed to recruit new direct care workers through paid incentive bonuses to new staff at point of hire and after so many months of continued employment.

Our commitment to the delivery of quality services continued in FY2020. We achieved recertified by the National Committee for Quality Assurance (NCQA) demonstrating quality excellence in our clinical programs with a final score of 100% on our recertification requirements. Our Clinical Quality Assurance Review (CQAR) scores for our MI Choice Medicaid Waiver program increased reflecting our focus on quality and services. Lastly, the annual programmatic audit completed by our funder, AASA, and our annual financial audit had no findings.

The past year has taught us all that we are capable of much more than we previously thought. Even though we may face an uncertain future, there's one constant that remains – older adults, adults with disabilities and family caregivers have more support and access to services and resources when we work together as an Aging Network. Thank you to our staff, Board of Directors, Advisory Council, and our community partners who worked tirelessly to meet the needs of our most vulnerable during an unforgettable FY2020.

A handwritten signature in black ink, appearing to read 'Michael Karson'.

Michael Karson  
President & CEO

A handwritten signature in black ink, appearing to read 'Jeff Chang'.

Jeff Chang  
Chair, Board of Directors



# COVID RESPONSE

## Delivering Food Boxes

Agency staff and family volunteers delivered over 9,000 quarantine emergency food boxes to seniors in our region and held pop-up pantry events at community locations for seniors who were homebound or concerned about trips to the grocery store during the first several months of the pandemic.



*Angie Rutterbush, Chief Human Resources Officer and her daughter, Aubrey, distribute food boxes to seniors.*

## Reducing Social Isolation

The Resource Center staff contacted over 2,000 seniors to connect them to friendly caller programs and food support resources. This helped reduce social isolation and make sure basic needs were met.



*Our Resource Center Team shifted to a remote work environment and continued to answer calls and provide a real, caring voice for concerned seniors during the pandemic.*

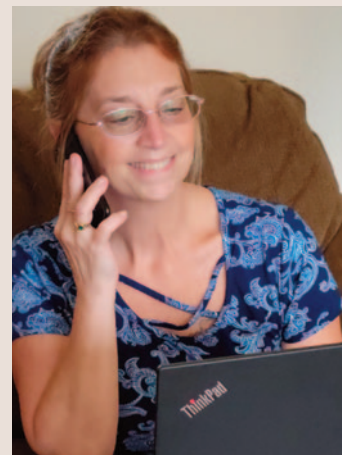
## Advocating for Food Delivery Service

Agency advocacy staff secured a legislative determination that Transportation Specialized Services providers could expand their services to collaborate with food pantries to deliver food. Food access was a top need identified for older adults and adults with disabilities due to COVID-19.

## Securing Grants

The agency secured \$59,500 in grant funding to help cover the cost of moving staff to a remote workforce – supporting outreach to seniors and family caregivers to help increase awareness of agency services during COVID and free transportation for seniors through the myride2 program. Grants were received from the Community Foundation of Southeast Michigan, Delta Dental Foundation, Livingston County United Way, the United Way for Southeast Michigan and Filmer Memorial Charitable Trust.

## Supporting Clinical Participants

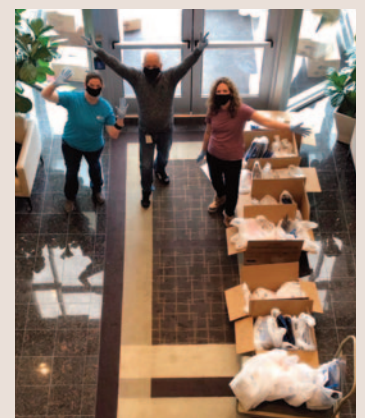


The Clinical Supports Coordination team completed over 1,000 well-being calls to higher-risk participants in our Community Living and MI Choice Program to ensure their health and safety. A COVID-19 taskforce was also established to monitor and follow up with participants who tested positive or had a known exposure to provide support if needed.

*Paula Aiello-Grundy, an AAA 1-B Supports Coordinator, talks with a MI Choice participant to check on their health and well being during COVID.*

## Distributing Personal Protective Equipment

Donations of personal protective equipment including masks, hand sanitizer and gloves were obtained by the agency from companies across the state. Agency staff distributed the equipment to local home health companies and other organizations in the aging network that were providing in-person assistance to help support these organizations in maintaining the health and safety of seniors, family caregivers and their staff.



*Agency staff prepare to distribute personal protective equipment to our partnering organizations providing in-home services during COVID.*

# MISSION IN ACTION



## 45th Anniversary Celebration Gala

The agency celebrated 45 years of service with a gala fundraising event. Attended by over 200 patrons, the inaugural event highlighted key programs and services through personal stories and raised over \$62,000 to support our mission to improve the quality of life of those we serve. Thank you to our Emerald sponsor, Excellacare, for supporting our first gala event.

## Caregiver Champions Event

In recognition of the dedication and support provided by family caregivers, our agency held the first ever Caregiver Champions event to honor those who do it best. The event was free to family members caring for an older loved one. Over 250 caregivers enjoyed a day of massages, chair yoga, live music, information on local programs and services, a wonderful lunch, and a heartwarming keynote speech by Chuck Gaidica. Six local family caregivers, winners of the agency's first Caregiver Contest, who demonstrated practicing self-care while caring for their older loved one, were also recognized at the event. Thank you to our Premium sponsors Blue Cross Blue Shield of Michigan and HAP, and our Champion sponsor Presbyterian Villages of Michigan.



Caregiver Champions from left to right: Maureen S. Borener-Walker (Livingston County), Dianne Kobylarz Singer (Washtenaw County), Christopher Knowlton (St. Clair County), Kanu Mehta (Oakland County), Kim Mercier (Macomb County), and Juanita Gunn (Monroe County).

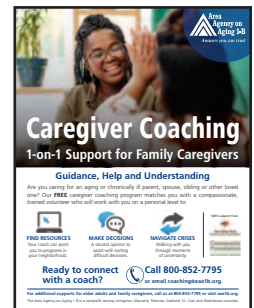


## Gold Kudos Award!

Susan Miller, MI Choice Clinical Manager, was the recipient of the annual Gold Kudos Award. The Kudos program recognizes employees who go above and beyond to uphold the mission, values and vision of the Area Agency on Aging 1-B. Susan was recognized for her outstanding work with implementing efficiencies to the internal process of the MI Choice program significantly reducing an individual's waiting time from intake to enrollment by an average of 129 days. Thank you, Susan for your outstanding contributions to the agency and to helping older adults and adults with disabilities access vital in-home services.

## Caregiver Coaching

The AAA 1-B was the first organization in Michigan to launch the Caregiver Coaching program, an innovative volunteer program matching people who are caring for an aging or disabled loved one with a compassionate, trained volunteer. This program was funded through grants received from the Vital Seniors Initiative of Ann Arbor Area Community Foundation and the Ralph C. Wilson, Jr. Legacy Fund for Caregivers at the Community Foundation for Southeast Michigan. The program is available in Washtenaw and Livingston counties, and will be expanding to Oakland and Macomb counties in 2021.



## Older Adults Count!

The agency secured grants from the Ann Arbor Area Community Foundation and the Community Foundation of Southeast Michigan to support outreach on the 2020 Census to two groups of older adults; those with no access to the internet and may have confusion over how to participate in the Census; and those 'snowbirds' who travel south for the winter and may inaccurately indicate on the Census questionnaire that their primary state of residence is where their southern home is located. Over 50,000 seniors were directly reached through the distribution of outreach materials including rack cards, flyers and PSA videos. Several newspaper articles were also secured and indirectly reached thousands more seniors.

# CONTRACTED SERVICES REPORT

## 47,197 Older Adults Served Through Community Partnerships

The Area Agency on Aging 1-B receives designated federal funding through the Older Americans Act, state funding through the Michigan Aging & Adult 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 – our community partners – to directly provide these services within each county.

### Contracted Services: Units Provided and Older Adults Served in 2020

SERVICE	UNITS PROVIDED	OLDER ADULTS SERVED
Adult Day Care	36,257	158
Chore	12,859	1,430
Congregate Meals	248,458	8,520
Elder Abuse Prevention	2,070	3,116
Evidence-Based Health Programs	2,617	650
Grandparents Raising Grandchildren	986	136
Hearing Assistance Services	586	52
Home Injury Control	1,108	351
Home-Delivered Meals	2,009,044	10,884
Legal Services	15,199	3,133
Long-Term Care Ombudsman	5,407	7,954
Community Liaison	19,697	10,415
Volunteer Caregivers	18,763	398

## CLINICAL SERVICES REPORT

### 3,333 Older Adults Received In-Home Supportive Services

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

### Individuals Served through Community Support Services Programs

County	Community Care Management (CCM) (includes Rapid Response Respite)	Community Living Program (CLP)	MI Choice Medicaid Waiver Program	Veterans Administration HCBS
Livingston	7	78	57	1
Macomb	40	312	274	35
Monroe	15	248	64	1
Oakland	74	589	619	42
St. Clair	5	34	36	5
Washtenaw	18	223	122	2
<b>Total Served</b>	<b>159</b>	<b>1,484</b>	<b>1,172</b>	<b>86</b>

## OUR MISSION BY THE NUMBERS

The agency pivoted and moved where possible to delivering services such as Medicare counseling and health and wellness trainings through virtual platforms to keep seniors connected and supported during COVID.

**83,249** unique visitors to the agency website. Our web pages with information on COVID related programs and services for older adults were a top landing page for visitors.



**40,093** family members and seniors were provided with information on local programs and services to help improve their quality of life by our AIRS certified Resource Center staff.



**13,479** Medicare beneficiaries received help with understanding their Medicare coverage through MMAP. In-person counseling during Medicare Open Enrollment shifted to Zoom technology and telephone counseling.



**4,133** seniors and adults with disabilities found affordable transportation options through MyRide2.



**50** older adults and family caregivers participated in a Matter of Balance and a Powerful Tools for Caregivers; the only two health and wellness programs that could be offered virtually in the summer and early fall of 2020.

#### Units of service provided:

CLP	929,735
CCM	137,420
MI Choice & NFT	3,821,565
VA-HCBS	292,130
<b>Total units of service</b>	<b>5,180,850</b>

#### Funds expended (unaudited):

CLP	\$4,617,307
CCM	\$692,780
MI Choice & NFT	\$25,204,291
VA-HCBS	\$1,674,527
<b>Total funds expended</b>	<b>\$32,188,905</b>



## PARTICIPANT STORY



### **Donna Burks, MI Choice Medicaid Waiver Program**

Donna Burks was a young married woman in her 20s when she was diagnosed with multiple sclerosis.

For years, Donna did not have symptoms that held her back. She continued working as a dental office receptionist until about 15 years ago, when her condition took a turn for the worse. She began to need a cane, then a walker, then a wheelchair.

Donna's life narrowed. Her husband filed for divorce and Donna's mother moved in to take care of her. It became clear after one year that the caregiving arrangement would not work out.

Thankfully, Donna, 57, learned about MI Choice from a caseworker.

MI Choice allows her to stay in her Clinton Township home, a modest ranch that she still shares with her 78-year-old mother.

As a MI Choice participant, Donna has a caregiver in the morning and one in the evening every day. They help her get out of bed, shower and dress her, and clean the house and do laundry. One of them is a nurse who helps Donna with her medications, including an antibiotic that needs to be infused. Donna no longer has use of her legs, and her left arm is atrophied.

A network of family, friends and neighbors helps with putting out the trash and recyclables every week, shopping for groceries, and taking Donna to doctor appointments.

"I'm pretty blessed," Donna says.

If it were not for the MI Choice program, she says, she would likely be in a nursing home.

"If I didn't have caregivers to give me showers and clean and do my laundry, it wouldn't get done. My mom moved down here to keep me from going into a nursing home but not to be a caregiver," says Donna.

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# FINANCIAL STATEMENT

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

	Years Ended September 30	
	2020	2019
Changes in unrestricted net assets		
<b>Revenue and support:</b>		
Federal grants	\$ 16,875,824	\$ 13,573,453
State grants	36,384,883	34,490,557
Fee for services	5,579,802	8,364,687
In-kind support	1,697,180	2,242,025
County support	890,734	1,048,924
Gifts and Grants (with donor restrictions)	410,218	552,926
Sponsorships	6,825	29,557
Interest returns, net of fees	51,020	145,075
Net assets released from restrictions	-	-
<b>Total revenue and support and net assets</b>	<b>61,896,437</b>	<b>60,447,204</b>
<b>Program services:</b>		
MI Choice Medicaid Waiver	24,931,221	23,629,768
Aging and Adult Services	26,024,026	25,890,319
MI Health Link	4,074,456	6,508,910
Medicare/Medicaid Assistance programs	529,856	602,317
Other programs	2,299,384	1,966,949
<b>Total program services</b>	<b>57,858,943</b>	<b>58,598,263</b>
<b>Supporting services:</b>		
Management and general	5,928,491	5,123,372
Administration expense allocation	(2,660,320)	(2,746,886)
<b>Total supporting services</b>	<b>3,268,171</b>	<b>2,376,486</b>
<b>Total expenses</b>	<b>61,127,114</b>	<b>60,974,749</b>
Increase (decrease) in unrestricted net assets before effect of pension liability adjustment	\$ 796,322	\$ (527,545)
<b>Effect of pension liability adjustment</b>	<b>\$ 340,143</b>	<b>\$ 1,127,107</b>
<b>Increase in Net Assets</b>	<b>\$ 1,109,465</b>	<b>\$ 599,562</b>
<b>Net Assets - Beginning</b>	<b>6,842,463</b>	<b>6,242,901</b>
<b>Net Assets - Ending</b>	<b>\$ 7,951,928</b>	<b>\$ 6,842,463</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 audited annual financial statements.



# AREA AGENCY ON AGING 1-B PROGRAMS

## Resource Center - 800-952-7795

The AAA 1-B Resource Center, staffed by certified Alliance of Information and Referral Systems (AIRS) Resource Specialists provides comprehensive information, assistance and outreach regarding services and agency programs for older adults, adults with disabilities and their families. To speak with a Resource Specialist call 800-852-7795 or complete a form on our website at [aaa1b.org](http://aaa1b.org).

## MI Choice Home and Community Based Medicaid Waiver Program

The Medicaid Waiver Program, funded by the Michigan Department of Health & Human Services, provides services for adults age 65 years and over and younger persons over the age of 18 years of age with disabilities, to help them remain living in the community instead of a nursing facility. Individuals must meet Medicaid income requirements and qualify medically for nursing home admission.

## Community Living Program

The Community Living program helps provide in-home services such as personal care and homemaking to help older adults, 60 years of age and older, remain living in their own home or chosen place of residence for as long as possible.

## Michigan Medicare Medicaid Assistance Program (MMAP) - 800-803-7174

MMAP is Michigan's State Health Insurance Program and through highly trained volunteer counselors helps local Medicare beneficiaries or their families understand Medicare and Medicaid, compare or enroll in Medicare coverage and apply for programs including Medicare Savings Programs and Extra Help to reduce the cost of Medicare for lower income beneficiaries.

## Myride2 - 855-697-4332

Helps seniors and adults with disabilities in Oakland, Macomb, Washtenaw, and Wayne counties in Michigan find affordable, appropriate transportation. Myride2 also provides travel training to help seniors and adults with disabilities learn how to use public transportation.

## Health & Wellness Programs

The agency offers free workshops to improve the health and well being of both older adults and family caregivers. Workshops for seniors include topics such as Diabetes Personal Action Towards Health, A Matter of Balance, Chronic Pain Self-Management and Aging Mastery. Caregiver specific workshops include Powerful Tools for Caregivers and Respite Education and Support Tools. More information, including a schedule of upcoming workshops, is available at [aaa1b.org](http://aaa1b.org).

## Caregiver Coaching

The Caregiver Coaching program matches people who are caring for an aging or disabled loved one with a compassionate, trained volunteer who will work with them one-on-one, usually by phone or through an online conference app like Zoom. Working with a coach can help a family caregiver connect to the resources they need, navigate uncertainty, and sort through some of the tough decisions that often come with caregiving. This program is currently available in Livingston and Washtenaw and is expanding to Oakland and Macomb counties this year.





*Answers you can trust*

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Call 800-852-7795 or visit our website at [www.aaa1b.org](http://www.aaa1b.org)