

Area Agency on Aging 1-B



Supporting

Older Adults, Adults with Disabilities and Family Caregivers

2024 Annual Report



About Us

Established in 1974, AgeWays Nonprofit Senior Services is a nonprofit 501(c)3 organization with a rich history of supporting older adults, adults with disabilities and family caregivers in southeast Michigan. We are part of a national network of Area Agencies on Aging and a leader in aging services in a six-county region that includes Livingston, Macomb, Monroe, Oakland, St. Clair and Washtenaw counties.

Mission

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

Vision

Independence and well-being for all.

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Dear Friends, Supporters and Colleagues

Welcome to the 2024 AgeWays Nonprofit Senior Services Annual Report.

This past year was a year filled with many challenges, changes and accomplishments. Our first priority as an organization remains our commitment to assisting older adults, adults with a 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.

The culture and values of our organization provide the foundation upon which our programs and services are built. They are our most important competitive advantage. Our strength as an agency comes from the people—our staff, the network of provider organizations we work with and our volunteers—who work each day toward improving the quality of life for those we serve.

The focus on building and sustaining our core programs including the MI Choice Medicaid Waiver, the Community Living and Community Care Management programs, the State Health Insurance Assistance Program and our contracted services with community organizations are essential to developing a strong platform to support growth and innovation. We delivered high-quality core programs in 2024 and served thousands of older adults and adults with disabilities as reflected within this report. Continuous improvement to achieve efficiency and deliver innovative core 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 high-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 sound 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 AgeWays staff for their exemplary work this past year.



Sandra Hann
Chair, Board of Directors



Dr. Michael Karson
President and CEO

A handwritten signature in black ink, appearing to read 'Sandra Hann'.

Sandra Hann
Chair, Board of Directors

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

Dr. Michael Karson
President and CEO

AgeWays Provides Innovative Services for Family Caregivers and Older Adults

Reaching More Family Caregivers

Many family members who are caring for an older loved one do not identify as a caregiver and are not aware of services and supports available in the community to help them in their role as a family caregiver. AgeWays received funding from the Michigan Department of Health and Human Services to help connect with family caregivers and increase their awareness of community supports. In FY 2024, AgeWays launched an integrated media campaign targeted at individuals providing support to an older loved one, helping them to identify as a caregiver and access community supports. The campaign included social media posts, digital advertising, billboard advertising, mainstream media advertising and earned media coverage. This outreach campaign will continue through 2025.

AgeWays hosted an event for family caregivers, Caregiver Connections, at the Suburban Showplace in Novi. Over 250 family caregivers attended the event which featured educational presentations, exhibitors and keynote speaker Christy McDonald from WDIV Local 4 News who shared her caregiving experience.

The funding also helped provide home delivered and congregate meals to family caregivers, helping to reduce their workload and open more time to support and care for their older loved one. AgeWays partnered with three nutrition providers, Macomb County Senior Services, Waterford Senior Center and Washtenaw Office of Economic Development to deliver 5,292 home delivered and 192 congregate meals to family caregivers.



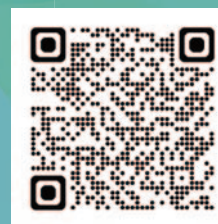
Christy McDonald, WDIV Local 4 News anchor and Jim Mangi, dedicated caregiver and dementia awareness activist, talk with Tati Amare, host of Live in the D, about the AgeWays Caregiver Connection event.

Health and Wellness of Older Adults Continues to be a Key Priority

AgeWays continued to focus on the health and well being of older adults and family caregivers through the provision of educational programs. Support included:

- Implementing the Trealta online platform and registering over 100 family caregivers to use this free service. Trealta provides caregivers with relevant educational content, practical tutorials, and a dependable online community where caregivers can join discussion forums, gain insight from support groups, and ask real questions of industry professionals.
- Launching a new evidence-based program ‘Eat Smart, Move More, Weigh Less’ and served 27 older adults helping them implement a healthier lifestyle.
- Holding over 30 workshops, both in person and virtually, for older adults and caregivers throughout the AgeWays region. These workshops included A Matter of Balance, Aging Mastery Program, Powerful Tools for Caregivers, Dementia Live, Care Partners Passage Through Dementia and Dementia Friends.

For more details on health and wellness programs, call AgeWays at **800-852-7795** or visit **AgeWays.org**.



Scan the QR Code to watch the You Are a Caregiver Video created as part of the Caregiver Campaign and featuring two, local caregivers served by AgeWays.

FY2024 Programs and Services

Clients	Provided by Contracted Organizations	Units
148	Participated in Adult Day Care	156,810
2,054	Received Chore Services	9,133
9,453	Received Outreach through the Community Liaison Program	16,962
3,291	Benefited from Elder Abuse Prevention Education	2,219
10,655	Received a Congregate Meal	230,818
11,706	Received a Home-Delivered Meal	1,992,506
142	Benefited from Grandparents Raising Grandchildren Services	1,442
50	Received Hearing Assistance Services	882
1,251	Benefited from Home injury Control Devices	3,127
5,363	Received Legal Services	19,656
480	Received Help through Volunteer Caregiver Programs	17,559
321	Participated in Evidence-Based Health and Wellness Programs	3,972
Clients	Provided by AgeWays	Units/Hours
2,050	Supported by a Long-Term Care Ombudsman	10,012
981	Received Services through MI Choice	4,355,800
823	Enrolled in Case Coordination & Support/Community Care Management	520,656
75	Served through the Veterans Administration HCBS Program	315,347
46,197	Called Information & Assistance	21,450
184	Received Long-Term Care Options Counseling	185
176	Participated in Evidence Based Health and Wellness Programs	1,687
6,639	Counseled on Medicare through our MMAP Program	9,048
262	Participated in Caregiver Educational Programs	203
102,301 individuals were helped by AgeWays and our Community Partners.		
*These numbers are not audited.		

Financial Statement

Statements of Revenue, Expenses and Changes in Net Assets

Year Ended September 30, 2024

Revenue and support:	
Federal grants	\$ 15,275,292
State grants	44,533,324
Fee for service	13,423,136
County support	364,921
Gifts and grants	823,314
Contributed nonfinancial assets	1,970,902
Investment income	492,631
Net assets released from restrictions	-
Total revenue, support and gains	76,883,520
Expenses	
Program services:	
MI Choice Medicaid Waiver	33,086,077
Aging and Adult Services	27,961,839
MI Health Link	10,232,266
Medicare Medicaid Assistance Program	573,921
Other programs	2,594,858
Supporting services:	
Management and general	2,279,910
Total Expenses	76,728,871
Net assets beginning	8,592,269
Net assets ending	\$ 8,746,918

DONATIONS:

AgeWays received over \$67,000

in donations to support the Holiday Meals on Wheels program. Holiday Meals on Wheels delivers a warm, festive meal to seniors who spend Thanksgiving, Hannukah, Christmas Day, New Years Day and Easter alone without family or friends.

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.

AgeWays Programs

Information and Assistance (800) 852-7795

The AgeWays Resource Center, staffed by Inform USA-certified Community Resource Specialists, provides comprehensive information, assistance and outreach regarding services and agency programs for older adults, adults with disabilities and their families.



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 older and adults with disabilities to help them remain living in the community instead of a nursing facility.

Health & Wellness Programs

AgeWays offers free workshops designed to improve the health and well being of older adults and family caregivers. They include A Matter of Balance, Bingocize, Powerful Tools for Caregivers, Trualta, and Eat Smart, Move More, Weigh Less.

Free, Online Weight Loss Program for Ages 60+



Progress Portal:
Delivered in an interactive online format. Tablets are available to borrow for the duration of the program, if needed.

1-on-1 Support from a Registered Dietitian:
They're trained to effectively engage and empower participants in and outside of class.

Interactive, Motivational and Inspirational:
91% of participants are very satisfied, and 96% indicate they would recommend the classes to others.

Evidence Based:
Eat Smart, Move More, Weigh Less program outcomes are published in peer-reviewed journals.

To get started, call us at (833) 262-2200, email wellnessprograms@AgeWays.org, or visit tinyurl.com/AgeWaysWorkshops.

Available in Livingston, Macomb, Monroe, Oakland, St. Clair and Washtenaw counties.

This workshop is made available in whole or part with funding from the Federal Older Americans Act and Michigan Department of Health and Human Services' The Bureau of Aging, Community Living, and Supports through AgeWays Nonprofit Senior Services.



State Health Insurance Assistance Program (248) 262-0545

Michigan's State Health Insurance Assistance Program (SHIP), using highly trained volunteers, helps local Medicare beneficiaries or their families understand Medicare, 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. This was previously called the Michigan Medicare Assistance Program (MMAP).

Myride2 (855) 697-4332

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



Community Living Program

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

Long Term Care Ombudsman Program

The Michigan Long Term Care Ombudsman Program advocates for the health, safety, well-being, and rights of residents in licensed nursing homes, homes for the aged and adult foster care homes. Ombudsman work at the direction of the resident and only take action with the resident's consent. Ombudsman services are provided free of charge.

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Call 800-852-7795 or visit our website at AgeWays.org.