

Area Agency on Aging 1-B



Meeting the Needs of Seniors, Adults with Disabilities, and Family Caregivers

2025
Annual Report



About Us

Established in 1974, AgeWays Nonprofit Senior Services is a non-profit 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

Dignity, Independence and Well-Being.

2025 Board of Directors

Chair: Sandra Hann

First Vice Chair: Ronald Borngesser

Second Vice Chair: Kelli Dobner

Secretary: Michelle Hodges

Commissioner Dawn Asper, Monroe County

Jeff Chang

Howard Collens

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Commissioner Jay Gross, Livingston County

Commissioner Penny Luebs, Oakland County

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Thomas Miree, Older Adult Representative, Washtenaw County

Commissioner Caroline Sanders, Washtenaw County

Sue-Anne Sweeney

Barbara Turner, Older Adult Representative, Monroe County

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2025 Advisory Council

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Ruth Dunkle

Gloria Edwards

Steve Faine

Sudha Gadgil

Jyme Hager

Catherine Martin

Vanessa Metti

Christina Murray

Dan Sier, Chair

David Soltis

Joseph Sucher

Mark Swanson

Carol Thompson

Carol Weidenbach

*Thomas Zaremba

**Deceased*

Terms ended Dec. 31, 2024

Commissioner Jorja Baldwin, St. Clair County

Commissioner Charles Cavell, Oakland County

Commissioner Justin Hodge, Washtenaw County

Term ended November 2024

Marc Zwick

Dear AgeWays Friends, Supporters and Colleagues,

Our top priority is and always has been supporting older adults, adults with disabilities, and family caregivers with the highest level of services and dignity. We will continue to meet the growing number of seniors in southeast Michigan with programming and resources aimed at helping people live safely and independently at home and in the community.

We are proud to report that in 2025, we added efficiencies and reduced waitlists in key clinical programs, launched new programs, built upon our financial strength, and moved into a new facility that will help us build community connections.

We strengthened our financial position, ending fiscal year 2025 with a \$4 million surplus. In addition to increased investment income and revenues generated by our Veterans Administration and MI Health Link programs, the agency received supplemental MI Choice revenues that helped offset program losses from the prior two fiscal years. This enhanced financial stability ensures we can deliver vital services to older adults even during periods of uncertainty or disruptions in funding streams.

Key 2025 highlights:

- We launched the MI Options Program, a person-centered counseling program that offers Medicare assistance and personalized long-term care counseling.
- We initiated a behavioral counseling service that provides 1:1 counseling to help older adults cope with challenges such as grief, anxiety, and depression.
- We served significantly more veterans through our VA program.
- Our focus on family caregivers held steady, with the disbursement of more than 120 respite care vouchers that enabled families to pay for temporary care for their loved ones.
- We published our third edition of Connect, our award-winning resource guide.
- AgeWays moved operations into a beautiful building in Farmington Hills that features a state-of-the-art conference room. The space allows us to host events for the people we serve, an option we didn't have in our former office space.

Getting to this place takes the hard work and dedication of community partners, volunteers, advocates in the aging-services space, and our staff. We are also grateful to our Board of Directors for their excellent leadership and the members of the Advisory Council for their recommendations and advocacy.

Thank you for being a part of our mission to support older adults, adults with disabilities, and family caregivers in living their best lives!



Sandra Hann
Chair, Board of Directors



Dr. Michael Karson
Chief Executive Officer

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
Chief Executive Officer

Programs and Services, FY 2025*

CLIENTS Provided by Contracted Organizations

186	Caregivers who received respite through Adult Day Services
2,285	Received Chore Services
9,776	Received Services through the Community Liaison Program
2,628	Benefited from Elder Abuse, Neglect, and Exploitation Prevention Education
11,355	Received a Congregate Meal (223,413 meals provided)
11,407	Received a Home-Delivered Meal (1,882,306 meals delivered, including on holidays)
319	Benefited from Grandparents Raising Grandchildren Services
186	Received Hearing Assistance Services
1,297	Benefited from Home injury Control Devices
259	Participated in Evidence-Based Health and Wellness Programs
480	Received Help through Volunteer Caregiver Programs
2,443	Received Legal Assistance

Provided by AgeWays

47,767	Contacted our Information & Assistance Resource Center
1,288	Supported by a Long-Term Care Ombudsman
1,007	Received Services through MI Choice Medicaid Waiver Program
565	Community Living participants received Case Coordination/Support and homemaking and ADL support
188	Community Care Management participants received homemaking, personal care, transportation, and medication management support
214	Participated in Evidence-Based Health and Wellness Programs
362	Participated in Caregiver Education & Training Programs
130	Veterans served through our Veterans Administration Programs
315	Received Long-Term Care Options Counseling
6,910	Counseled on Medicare through our MI Options Medicare Assistance Program
97	Participants served in the Adaptive Wellness Program
193	Caregivers received respite through the Family Respite Program
144	Received Personal Emergency Response Systems through the IndePendant Program

Nearly 102,000 individuals were served by AgeWays and our community partners in fiscal year 2025.

*These numbers are not audited.

Financial Statement

Statements of Revenue, Expenses and Changes in Net Assets
Year Ended September 30, 2025

DONATIONS:

AgeWays received \$60,110 to close the gap in government funding for Holiday Meals on Wheels. The funds enabled us to bring warm, festive meals to homebound older adults and adults with disabilities who may not have anyone with whom to share Thanksgiving, Christmas, Hanukkah, New Years Day, Passover, and Easter.

Thank you to our generous donors!



Revenue and support:

Federal grants	\$ 15,541,230
State grants	50,319,233
Fee for service	12,608,110
County Support	370,868
Gifts and grants	1,535,280
Contributed nonfinancial assets	1,760,138
Investment income	531,980
Loss on disposal of assets	(119,492)
Total revenue, support and gains	82,547,347

Expenses

Program services:	
MI Choice Medicaid Waiver	33,484,958
Aging and Adult Services	29,469,595
MI Health Link	8,738,044
Medicare Medicaid Assistance	335,903
Membership Development	616,388
Counseling Services	9,742
Other programs	3,362,243

Supporting services:

Management and general	2,461,674
Total Expenses	78,478,547
Net assets beginning	8,746,918
Net assets ending	\$ 12,815,718

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.

Moving Ahead with AgeWays



Personalizing care options

With a \$1.4 million 'No Wrong Door' grant from the Michigan Department of Health and Human Services, AgeWays trained person-centered options counselors to help people with concrete long-term care planning. MI Options Person-Centered Long-Term Care Options Counselors provide unbiased, free and confidential support and follow-up, directing clients to resources and helping them develop an action plan to meet their long-term care needs.

Reducing waitlists

Adding efficiencies helped us reduce the **MI Choice waitlist** and get critical services to people faster. We reduced the number of MI Choice Medicaid Waiver Program applicants waiting for services from 400 to 344—a 24% reduction. The average number of days spent on the waitlist fell too, from 189 to 175 days.

Supporting family caregivers

AgeWays continued its "You Are a Caregiver" campaign, promoting pride and recognition through billboards and an award-winning commercial.

Our self-produced "Caregiver Community Connections" webinar series launched, supporting family caregivers through expert panel discussions on topics from end-of-life planning to kinship caregiving to benefiting from respite care and support groups.



Helping veterans

We served more veterans in need of long-term care services, increasing enrollment in our **Veterans Administration Home- and Community-Based Program**, from 70 to 130, nearly doubling the number of those served the previous year. The Program maintained high quality as well, achieving a successful Veterans Administration 'readiness review' audit.

Launching a new website

We began work on a new website, which launched in early 2026. The new design is more user-friendly and helps people connect with the information they need faster.



AgeWays, Always



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.

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.

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).



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.

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.