



*Core Values: Leadership, Trust/Integrity, Advocacy, and Commitment to Excellence*

# **2013 ANNUAL REPORT**

## ***Mission Statement***

*VAAA provides action, advocacy and answers on care for the elderly and disabled adults of Genesee, Lapeer and Shiawassee Counties, by enhancing lives, empowering choice, sustaining independence and supporting caregivers and their families.*

## ***Serving***

*Genesee, Lapeer and Shiawassee Counties*

## **2013 Advisory Council**

### **Senior Citizens Representatives**

#### **City of Flint**

Eleanor James

Earline McFadden

#### **Genesee County**

Liz Ireland-Curtis

Judy Schultz

#### **Lapeer County**

Bea Hockey

Joyce Thatcher, **Vice Chair**

Patricia Wright

#### **Shiawassee County**

Junior Love, **Chair**

Donna Tobias, **Secretary**

### **Agency Representatives**

#### **Department of Human**

##### **Resources**

Sophia Winningham

#### **Genesee County Community**

##### **Action Resource Department**

Laura Rahmaad

#### **Greater Lapeer Transit**

##### **Authority**

Carol Wegher

#### **Medicare/Medicaid Assistance**

##### **Program**

Ruben Quintanilla

#### **Social Security Administration**

Pam Koutouzios

#### **Clergy**-Rev. Fred Leuck

#### **Genesee Health System**

Becky Harrington

#### **Disabled American Veterans**

Gary Putinsky

#### **Resource Genesee**

Tina Marie Hubbard

#### **Right at Home**

Marcus Pahl

#### **Disability Network**

Christine Ramey

## **Background**

The Valley Area Agency on Aging is one of 16 Area Agencies on Aging in Michigan established by the Older Americans Act of 1965 and the State Older Michiganians Act to meet the needs of a growing aging population. VAAA is governed by an Executive Board comprised of elected officials and a volunteer senior citizen majority.

## **Objectives**

- Fund service providers through a competitive bidding process.
- Ensure quality assurance and provide technical assistance to service providers.
- Advocate on issues of concern to older adults and persons with disabilities at local, regional and national levels.
- Identify unmet needs and develop new service programs.

## **Services**

- Adult Day Care
- Arthritis Foundation Exercise Program
- Care Management Programs
- Care Transitions
- Caregiver Support Programs
- Care Coordination & Support
- Congregate Meals
- Creating Confident Caregivers (Savvy Caregiver Program)
- Crisis Intervention Program
- Elder Abuse Prevention & Education
- Health Screenings
- Hearing Impaired
- Home Delivered Meals
- Home Injury Control
- Information & Assistance
- In Home Services (Personal Care/Homemaker)
- Kinship Caregiver
- Legal Assistance
- Long-Term Care Ombudsman (Nursing Home Assistance)
- Matter of Balance
- Medicare/Medicaid Assistance Program
- Medication Management
- MI Choice Waiver Program
- Outreach
- Personal Action Toward Health (PATH)
- Personal Emergency Response System
- Respite
- Senior Centers
- Visually Impaired Services

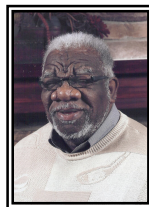
## Executive Director State of Aging Report

Fiscal year 2013 seemed different than previous years. There has been a lot of discussion regarding the role of Area Agencies on Aging (AAA) in the delivery of healthcare services as the entire country moves toward Integrated Care. Controlling healthcare expenses is a very important component of managing our budget and saving money. In Michigan, as well as other states across the country, the rollout of the Integrated Care Program integrates the two major payers of healthcare: Medicaid and Medicare. The belief is that a cost savings in healthcare will be realized. There continues to be much discussion regarding the role AAA's and other community-based organizations will play as we move to change the delivery of healthcare services in our state.



*Pictured Left:*  
Kathryn C. Boles,  
Executive Director

*Pictured Below:*  
Henry Allen,  
Board Chair



The national movement to reduce Medicare costs officially came to fruition in Region 5. Five organizations in the state were awarded federal funding through the Affordable Care Act to implement Care Transitions (CT). This is a new role for AAA's as well as community-based organizations. The purpose of the funding is to work with the five hospitals in Region 5 to reduce hospital readmissions within 30 days of hospital discharge. Region 5 began to implement this program in June 2013. A total of 948 patients were enrolled as of December 31, 2013.

In 2013 we all became familiar with the term "sequestration", which resulted in funding reductions for aging programs. Based on the reductions received in 2013, Region 5 could realize over \$900,000 in reduced funding over the next nine years. The result of these cuts will ultimately limit the amount of funding available to provide services to the most vulnerable senior citizens in our region.

The Older Americans Act (OAA) is the federal legislation that provides federal funding for aging services. The OAA is supposed to be reauthorized every five years. Currently, the OAA was last reauthorized in 2006 through 2010. This legislation has traditionally been a nonpartisan effort. However, because of the divisions between the parties, an Independent, Senator Bernie Sanders, has taken the lead in this effort. Delays with the reauthorization also delay the implementation in changes to the Act which are designed to modernize the Act every five years. Continued advocacy will be necessary to ensure passage of the Act in 2014.

### Highlights of the 2013 Fiscal Year:

- VAAA began to implement the Centers for Medicaid/Medicare Service (CMS) CT program in Region 5 in June 2013. As of December 31, 2013, a total of 948 were enrolled with only 9% of those who readmitted into the hospital within a 30 day period. These numbers include four of the five hospitals, as our last hospital came on board at the end of December. CMS has expressed their satisfaction with how quickly our program was up and running and they were pleased with the enrollment numbers and very happy about the low readmission rate. The program is currently funded for two years with the potential for a contract extension for another two to three years if we show a Medicare savings of 20% or higher.
- The Agency completed a long-term strategic planning effort in 2013. Our plan will provide guidance as we prepare to operate with fewer dollars and increased demand, identify new partnerships and collaborations, strengthen our resource development efforts, identify greater operational efficiencies, and prepare the Agency to participate in the many changes to the healthcare delivery system as it evolves.
- 2013 will be our final year of partnering with the Genesee County Senior Millage for the MI Choice Waiver Program. In October 2013 the Waiver changed to a managed care model. As a result, Centers for Medicare/Medicaid Services (CMS) would no longer approve our arrangement of providing a local match to the Waiver program matched by federal Medicaid dollars for Genesee County. In 2013, Genesee County Senior Millage provided \$255,000 as match to bring in an additional \$430,554 of federal Medicaid dollars. Genesee County realized a total of \$685,554 additional Waiver funding for the community. Over the course of the last 3 years, Genesee County Senior Millage provided \$765,000 in match dollars. The match amount awarded to Genesee County was \$1,438,784. A total of \$2,203,784 was used for Genesee County residents who qualified for the Waiver program.
- Through the Genesee County Senior Millage partnership, Genesee County spent a total of \$22,000 to realize a total amount of \$431,411 in additional funding for the Genesee County Home Delivered Meal program.
- Volunteers are critical to the success of our programs and services. In 2013 a total of 4,123 volunteer hours were provided through the following programs: Medicaid/Medicare Assistance Program (MMAP), Interns for Home Delivered Meals, VAAA Legislative Committee, Board of Directors, and Advisory Council.

On behalf of the VAAA Board of Directors, Advisory Council and staff, we thank all those who worked with us in the delivery of programs and services for the senior residents of Genesee, Lapeer, and Shiawassee Counties. Our provider partners are the best and their dedication to the well-being of our clients is second to none. Together we make a difference in the lives of those we serve.

Kathryn C. Boles  
Executive Director

Henry Allen, Chairperson  
Board of Directors

## 2013 Board of Directors

### Senior Citizens Representatives

#### City of Flint

P. Doris Buckner, **Secretary**  
Angela Mitchell, *Hurley*  
*Medical Center*

#### Genesee County

Hank Allen, **Chairperson**  
Dave Caudle  
Judy Garza

#### Lapeer County

Joanne Densmore  
Doris Rolland  
Bonnie Kavalunas

#### Shiawassee County

James Capitan  
Loretta Rolfes  
Sandra Michalek, **Treasurer**

### Elected Officials

#### City of Flint

No Representation

#### Genesee County

Brenda Clack  
Mark Young

#### Lapeer County

Linda Jarvis, **Vice Chair**  
Cheryl Clark

#### Shiawassee County

Les Schneider  
Robert McLaren

#### Member at Large

Kathryn McAllister,  
*Health Plus of MI*

#### Immediate Past Chair

Ron Elder

## **Corporate Sponsors**

### **Senior Power Day**

Sponsors for Senior Power Day 2013 included:

Platinum Sponsor (\$3,000 per year)

- Helping Hand
- UAW International
- UAW Region 1-C

Silver Sponsor (\$1,500 per year)

- Michigan Hearing LLC

Bronze Sponsor (\$1,000 per year)

- Adult Well-Being Services
- American House
- Gentiva-Avalon Hospice
- HealthPlus
- STAT EMS

Copper Sponsor (\$600.00 per year)

- Blue Cross & Blue Shield
- Guardian Medical Monitoring
- Hear USA
- Hurley Medical Center
- Molina Healthcare
- Right at Home
- Watson Health Care

Other Sponsors

- Community Foundation
- Dort Federal Credit Union
- Moon Funeral Home

### **Annual Meeting**

Sponsors for VAAA's Seventh Annual Meeting in 2013 included:

- Adult Well-Being Services
- American House
- Blue Cross Blue Shield
- Community Foundation
- Gentiva-Avalon Hospice
- Guardian Medical Monitoring
- Health Plus
- Hear USA
- Helping Hand
- Hurley
- Michigan Hearing LLC
- Molina
- Right at Home
- Stat EMS
- UAW International
- UAW Region 1-C
- Watson Health Care

## **Community Services**

**Care Coordination and Support** – provides services for persons who need minimal assistance to remain living independently in the community. A case manager monitors the health status of these clients and arranges for in-home services on their behalf. \*Genesee County utilizes CCS funds for the Crisis Intervention Program.

**Care Management** – provides more intensive supportive home care services for persons who are at risk of nursing home placement but do not financially qualify for the Medicaid Waiver program. In Fiscal Year 2013 a total of 276 clients received assistance.

**Medicaid Waiver** – A Community Based long term care program for people who have Nursing Facility Level of Care needs, but choose to remain in their own homes. This program provides a comprehensive array of services managed by a nurse and social worker. In FY 2013 the program provided comprehensive services to 472 Genesee, Lapeer and Shiawassee County residents. Services provided included, but were not limited to: 22,035 hours of Adult Day Care; 170,382 hours of personal care and homemaking; 58,011 hours of in-home respite; 176 personal emergency response systems; and 24,055 hours of private duty nursing. In addition, the agency transitioned 46 people from nursing homes back into the community. The program is funded by the Michigan Department of Community Health (MDCH) and in part by the Genesee County Senior Millage.

**Medicare Medicaid Assistance Program (MMAP)** – Volunteer Counselors assisted 3,248 clients in the tri-county area. A significant portion of their time was dedicated to helping older adults understand and enroll in the Medicare Part D prescription drug coverage and GAP insurance plans; 1,764 beneficiaries were assisted. MMAP counselors also assisted 2,503 persons with Low Income Subsidy enrollments.

**Crisis Intervention Program** – provides short-term custodial care and care management services for Genesee County seniors 60+ years of age during recovery. \*A total of 38 seniors received assistance. In addition 1,462 hours of homemaking were utilized.

**Information & Assistance Services** – provides answers to many problems and concerns facing our aging and disabled population and identifies resources in the community to assist clients. A total of 26,462 requests for assistance were received.

**Care Transitions Program** – In FY2013 the agency was awarded funding through the Centers for Medicare Medicaid Services (CMS) to provide care transition services for Medicare beneficiaries transitioning from the hospital to home. The goal of the program is to reduce hospital readmissions within 30 days of discharge. The agency, working with community partners throughout Genesee, Lapeer and Shiawassee counties, conducted a root cause analysis for our community and developed an intervention to address the issue of readmission. The agency partnered with the hospitals in each county to identify beneficiaries and implement the Better Outcomes by Optimizing Safe Transitions (BOOST) intervention in the hospital with VAAA providing community based transition interventions with a Care Transition Specialist (CTS) following up with the patient in the home within 24 hours of discharge. Short term home delivered meals, aide services and transportation to the patient's primary care physician may also be arranged by a CTS. From June 2013 through September 2013 the Care Transitions Program served 447 people.

## Service Provider Partners

In 2013, the Valley Area Agency on Aging contracted with and/or purchased services from the following providers:

A Change of Seasons  
 A Family Affair AFC  
 Adult Well-Being Services  
 Alzheimer's Association  
 American House  
 Amigo Mobility Center  
 Arcadia Health Care  
 Bentley Manor  
 Bluewater Center for Independent Living  
 Brantley Development LLC  
 Birchwood Meadows  
 Britt's Lawn Care Service  
 Brittwood Builders  
 Care N Assist LLC  
 Catholic Charities  
 Center for Gerontology  
 Civic Manor  
 Clifford LLC  
 Comfort Keepers  
 Communication Access Center  
 Concerned Country Care  
 Critical Signal Technologies  
 Cypress Home Care, Inc.  
 Devonshire Retirement Village  
 Durand Senior Care & Rehab Center  
 Evergreen Personal Services, LLC  
 Family Home Health Care Services  
 Family Service Agency  
 Friends Who Care  
 From the Heart Home Care LLC  
 GCCARD  
 GT Independence  
 Genesee County Health Department  
 Genesee Valley AFC  
 Genesis Home Healthcare Providers  
 Great Lakes In-Home Private Duty Nursing, Inc.  
 Greenley Square Manor  
 Guardian Medical Monitoring  
 H-Care Nursing Services, Inc.  
 Harmony Manor, LLC  
 Helping Hand Home Care, Inc.  
 Heathercrest AFC  
 Hispanic Service Center  
 HetchCo, Inc.  
 Home Care Alternatives  
 Hyde Park Assisted Living/Memory Care  
 Hunter's Home LLC  
 Husband for a Day  
 Incredible Lawnsapes  
 JWR Health Services  
 Lapeer County Health Department-Senior Programs  
 Legal Services of Eastern Michigan  
 Lifeline Systems  
 Living Joy of Flushing  
 Loving Hands, Inc.  
 Luchars Manor  
 M & Y Care, LLC  
 Mass Transportation Authority (MTA)  
 Maxim Healthcare Services, Inc.  
 The Medical Team  
 Mercy Plus Healthcare  
 Metropolitan Housing Development Corp.  
 Monarch Garden, Inc.  
 National Kidney Foundation of Michigan  
 Nico's Place LLC  
 Olive Branch Senior Assisted Living  
 Personal Accounting Services, Inc.  
 Prestige Pointe  
 Purfoods, LLC (dba Mom's Meals)  
 Ridgeview AFC  
 Right at Home  
 Rockwell Assisted Living/Memory Impaired

<i>2013 Older Americans Act Funded Services</i>	<i>Clients Served</i>	<i>Units Served</i>
Adult Day Care	37	18,174
Care Management	276	1,907
Case Coordination & Support	205	1,902
Disease Prevention	273	31
HDM Respite Care	97	17,326
Hearing Impaired CCS	126	1,748
Home Injury Control (Shiawassee County)	10	239
Information and Referral	26,462	26,462
In Home Respite	126	22,737
Kinship Respite Care	32	662
Legal Aid	1,136	2,044
Medication Management	19	1,342
Outreach	119	2,055
PERS	26	226
Personal Care/Homemaker	416	28,792
Senior Center Staffing	3,346	778
Vision Services	55	405
<i>Services</i>	<i>Clients</i>	<i>Contacts</i>
Ombudsman	1,663	1,627
<i>Services</i>	<i>Clients</i>	<i>Meals Served</i>
Congregate Meals	3,408	151,979
Home Delivered Meals	2,685	743,151
<i>Services</i>	<i>Clients</i>	<i>Screenings</i>
Health Screening	125	125
<i>Services</i>	<i>Clients</i>	<i>Workshops</i>
Elder Abuse Prevention	466	23

Rose Pest Solutions  
 Rudy's Lawn & Snow Service  
 Sitting Angels AFC  
 Shiawassee Council on Aging (SCOA)  
 Shiawassee County Health Department  
 Sobak's Home Medical, Inc.  
 Spartan Healthcare Staffing Services, Inc.  
 The Disability Network  
 Tender Care Home Health Care  
 Valued Relationships, Inc. (VRI)  
 Vets Access Ramps  
 Visually Impaired Services  
 Watson Health Care  
 Work Skills Corporation  
 Wright & Filippis, Inc.

## Fiscal Year 2013 Fiscal Summary

<i>Support &amp; Revenue</i>		<i>Expenditures</i>	
Federal	\$8,508,183	Care Mgt./ HCBS E/D Waiver	\$8,791,474
State	5,400,949	Nutrition	1,961,942
Local Match	38,000	Supportive Services	2,219,903
Other Grants	43,255	Administration	550,998
Other Income	45,151		
Interest Income	1,025		
<i>Total Support &amp; Revenue</i> <b><i>\$14,036,562</i></b>		<i>Total Expenditures</i>	<b><i>\$13,524,317</i></b>
<i>Support &amp; Revenue in Excess of Expenditures: \$512,245</i>			

## Fiscal Year 2013 Resource Development

VAAA endeavors to supplement our programs with additional funding. VAAA continues to receive federal/state funds which are earmarked for senior programs. A total of \$1,574,179 was received in Region 5 in FY 2013.

<i>Contributor</i>	<i>Amount</i>	<i>Purpose</i>
Anonymous Donor	\$45,000	Crisis Intervention Program
General Motors Foundation	\$3,000	Assistance with Medicare/Medicaid
Medicare/Medicaid Assistance Program (MMAP)	\$56,168	Assistance with Medicare/Medicaid
Genesee County Millage	\$11,000	Home Delivered Meal Provider Assessments
Genesee County Millage	\$255,000	MI CHOICE Waiver Program match
Centers for Medicare and Medicaid Services	\$1,204,011	Community Based Care Transitions

The MI CHOICE Program continues to grow. This year the Genesee County Board of Commissioners identified \$255,000 in Senior Millage funds to be used as match funding to draw additional Federal dollars and increase the number of people served in the MI Choice Waiver Program. That investment resulted in \$685,554 additional funding for the program.

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