



# Valley Area Agency on Aging

Serving  
Genesee, Lapeer and Shiawassee Counties

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



**40 Year Anniversary  
1974-2014**

## **2014 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.**

## **2014 Advisory Council**

### **Senior Citizens Representatives**

#### **Genesee County**

Liz Ireland-Curtis  
Bonnie Mathis  
Judy Schultz

#### **Lapeer County**

Joyce Thatcher  
Bea Hockey  
Glenn Clemence

#### **Shiawassee County**

Junior Love, **Chair**  
Donna Tobias, **Secretary**  
Bozena Bienias

### **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 Koutouzos

#### **Clergy**

Rev. Fred Leuck

#### **Genesee Health System**

Becky Harrington

#### **Disabled American Veterans**

Gary Putinsky, **Vice Chair**

#### **Resource Genesee**

Tina Marie Hubbard

#### **Right at Home**

Marcus Pahl

## **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 Training and Education Programs
- Care Coordination & Support
- Care Coordination & Support for the Deaf and Hard of Hearing
- Congregate Meals
- Creating Confident Caregivers (Savvy Caregiver Program)
- Crisis Intervention Program
- Elder Abuse Prevention & Education
- Home Delivered Meals
- Home Injury Control
- Information & Assistance
- In Home Services (Personal Care/Homemaker)
- Keeping Independent Seniors Safe (KISS)
- Kinship Caregiver
- Legal Assistance
- Long-Term Care Ombudsman (Nursing Home Assistance)
- Matter of Balance
- Medicare/Medicaid Assistance Program
- Medication Management
- MI Choice Waiver Program
- Nursing Facility Transition Program (NFT)
- Outreach
- Options Counseling
- Personal Action Toward Health (PATH)
- Personal Action Toward Health-Diabetes
- Personal Emergency Response System
- Respite
- Visually Impaired Services

## Executive Director State of Aging Report

Fiscal year 2014 was a whirlwind of activity and change. As the whole country moves toward managed care, the State of Michigan began its implementation starting with the MI Choice Waiver Program. The MI Choice Waiver Program became a Prepaid Inpatient Health Plan (PIHP) which officially designated the Waiver Program as managed care. Capitated payment rates based on age and disability were instituted, and now as the health plan, we also must take on all the risks of providing care and covering the cost of the care. Working through payment issues and billing challenges required and continues to require a tremendous effort between the State and Waiver agents to work together to solve problems. We have become stronger during this process and have proven to be able to deliver programs in the managed care world.



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

*Pictured Above:*  
**Henry Allen,**  
Board Chair

All across the nation, states are working toward finding ways to integrate both Medicaid and Medicare as payment sources, along with managing care. Michigan's program is called Integrated Care. A total of 7 Integrated Care Organizations were selected to deliver the Integrated model through pilot areas within the state. The Area Agencies within the pilot areas are working with the Integrated Care Organizations to assist in the delivery of services for the senior population. Once the pilot period is over, it is expected that the program will be implemented statewide somewhere around 2017-2018.

With the passage of the Affordable Care Act, funding was set aside to tackle the issue of 30-day hospital readmissions. The Valley Area Agency on Aging (VAAA) is a recipient of this funding, better known as Care Transitions. The program began in June 2013 and is scheduled to end in May of 2015. This program presented a new opportunity for hospitals and Area Agencies to work together. All five hospitals in our area including Genesys Regional Medical Center, Hurley Medical Center, McLaren Hospital in Flint and Lapeer County, and Memorial Hospital in Owosso all partnered to impact the readmission rates in our community. I am happy to report that as of January 2015, our overall readmission rates were reduced by 64.5%

I am hopeful that by the time you are reading this, the reauthorization of the Older Americans Act will have occurred. Your advocacy efforts were essential to bringing the passage of this important legislation to fruition.

### Highlights of the 2014 Fiscal Year

- VAAA enjoyed the collaboration between the hospitals through the Care Transitions Program. As of January 2015, a total of 4,196 people were enrolled with an average 30-day re-admittance rate of 10.46%. When we began the Care Transitions program the readmission rate for the diagnosis targeted was 31%. Our intervention, along with community support, proved to be successful.
- This year we enjoyed great participation in our Evidence-Based programs. The community has embraced the programs and seniors and caregivers are benefitting from the programs. The programs are: Matter of Balance (MOB, fall prevention), Creating Confident Caregivers (support for caregivers of people with Alzheimer's), Personal Action Toward Health (PATH, how do deal with chronic pain), Diabetes Personal Action Toward Health (D-PATH). In 2015 we plan to double our enrollment in our MOB and D-PATH as these two programs impact hospital readmissions and the overall health status of our communities.
- In 2014 VAAA began to administer the KISS (Keeping Independent Seniors Safe) program region wide. KISS is a telephonic reassurance program. In Genesee County we are partnering with The United Way. Our goal is to serve a minimum of 100 people in Genesee County.
- Our advocacy efforts proved to be successful. VAAA is a member of the Silver Key Coalition, which worked to increase funding for state-funded senior services. Because of these efforts, the 2015 fiscal year funding was increased by \$5 million dollars.
- Our Region 5 Senior Advocates Committee hosted community candidate forums in all three counties which provided seniors and others in the community an opportunity to ask questions of the candidates on subjects such as funding for senior services, taxes, and the roads. A total of 44 candidates attended and over 172 senior citizens attended.

On behalf of the VAAA Board of Directors, Advisory Council and staff, we are grateful for the support and dedication of our aging network partners as together we work to ensure the well-being of our most vulnerable senior citizens. Together we make a difference in the lives of those we serve.

Kathryn C. Boles  
Executive Director

Henry Allen, Chairperson  
Board of Directors

## 2014 Board of Directors

### Senior Citizens Representatives

#### City of Flint

P. Doris Buckner, **Secretary**

#### Genesee County

Hank Allen, **Chairperson**

Dave Caudle

July Garza

#### Lapeer County

Joanne Densmore

Doris Rolland

Bonnie Kavalunas

#### Shiawassee County

James Capitan

Ron Elder

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

Gary Holzhausen

Robert McLaren

### VAAA Organization Appointees

Kathryn McAllister,

*Health Plus of MI*

Angela Mitchell, *Hurley*

*Medical Center*

## Corporate Sponsors

### Senior Power Day

Sponsors for Senior Power Day 2014 included:

Platinum Sponsor (\$3,000 per year)

- Helping Hands
- UAW International
- UAW Region 1-C

Bronze Sponsor (\$1,000 per year)

- Adult Well-Being Services
- American House
- HealthPlus

Copper Sponsor (\$600.00 per year)

- Alzheimer's Association
- Guardian Medical Monitoring
- Hurley Medical Center
- Molina Health Care
- Monarch Gardens
- Right at Home

Other Sponsors

- Community Foundation
- GCCARD Senior Food Programs
- Genesee County Parks & Recreation
- Senior Directors Association

### Annual Meeting

Sponsors for VAAA's Eighth Annual Meeting in 2014 included:

- Adult Well-Being Services
- Alzheimer's Association
- American House North
- Guardian Medical Monitoring
- HealthPlus
- Helping Hands
- Hurley Medical Center
- Molina Health Care
- Monarch Gardens
- Right at Home
- UAW 1-C
- UAW International

## Community Services

**Case 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.

**Case 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 2014 a total of **302** 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 2014, the program provided comprehensive services to 502 Genesee, Lapeer and Shiawassee County residents. Services provided included, but were not limited to: 14,722 hours of Adult Day Care; 377,400 hours of Community Living Support; 483 days of out of home respite; 104 personal emergency response systems; and 20,653 hours of private duty nursing. In addition, the agency transitioned 47 people from nursing homes back into the community. The program is funded by the Michigan Department of Community Health (MDCH).

**Medicare Medicaid Assistance Program (MMAP)** – Volunteer Counselors assisted 3,239 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; 2,364 beneficiaries were assisted. MMAP counselors also assisted 2,809 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 61 seniors received assistance. In addition, 2,322 hours of homemaking/personal care were utilized.

**Information & Assistance Services (ADRC)** – 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 30,231 requests for assistance were received.

**Care Transitions Program** – Care Transitions is focused on reducing the 30-day readmission rate specifically for patients with Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disorder (COPD), AMI (Heart attack), multiple readmissions, pneumonia, and recently, the program has been granted permission from the Centers for Medicare and Medicaid Services (CMS) to allow all-cause diagnosis. The program has been successful at reducing readmissions from 31% at the beginning of the program, to 10.46% according to program data. Through strong partnerships with Genesys, Hurley, McLaren-Flint, McLaren-Lapeer and Owosso Memorial, Care Transitions has actively engaged 4,348 (June 2013-January 2015) patients and their caregivers. Transition Specialists have identified patient needs in the home and connected patients to services which include 7-day diet specific meal assistance, assistance in the home, and transportation assistance for physician follow-up appointments. A new pharmacy partnership allows patients to receive medications in the hospital before discharge, or have them delivered to the patient's home. Care Transitions has submitted 582 referrals for additional programs to support their patients through VAAA as well as other community support programs. Currently in the second half of the award period from the Centers for Medicare and Medicaid Services (CMS), Care Transitions is actively working with multiple partners to continue to sustain the program beyond the grant period.

## Service Provider Partners

In 2014, the Valley Area Agency on Aging contracted with and/or purchased services from the following providers:

A&M, Inc.  
 Access Builders  
 A Change of Seasons  
 Adult Well-Being Services  
 Advisacare Healthcare Solutions, Inc.  
 A Family Affair AFC  
 Allcare United  
 Alzheimer's Association  
 American House  
 Arcadia Health Care  
 Bentley Manor  
 Bluewater Center for Independent Living  
 Birchwood Meadows  
 Britt's Lawn Care Service  
 Care N Assist LLC  
 Catholic Charities  
 Clifford LLC  
 ComforCare Home Care  
 Comfort Keepers  
 Communication Access Center  
 Critical Signal Technologies  
 D & B Taylor Enterprises  
 Devonshire Retirement Village  
 Durand Senior Care & Rehab Center  
 Evergreen Personal Services, LLC  
 Family Home Health Care Services  
 Family Service Agency  
 Friends Who Care  
 GCCARD  
 GT Independence  
 Genesee Valley AFC  
 Genesis Home Healthcare Providers  
 Great Lakes In-Home Private Duty Nursing, Inc.  
 Great Lakes Insurance Restoration  
 Guardian Medical Monitoring  
 H-Care Nursing Services, Inc.  
 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.  
 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  
 Oliver Woods Retirement Village  
 Personal Accounting Services, Inc.  
 Prestige Pointe  
 Purfoods, LLC (dba Mom's Meals)  
 Ridgeview AFC  
 Right at Home  
 Rockwell Assisted Living/Memory Impaired  
 Rose Pest Solutions

<i>2014 Older Americans Act Funded Services</i>	<i>Clients Served</i>	<i>Units Served</i>
Adult Day Care	37	16,394
Case Coordination & Support	233	2,194
Case Management	301	1,998
Disease Prevention	390	47
Hearing Impaired	130	1,854
Home Injury Control (Shiawassee County)	11	204
Homemaker/Personal Care	372	31,693
In & Out of Home Respite Care	139	14,498
Information and Assistance	30,231	30,231
Kinship Respite Care	23	1,107
Legal Aid	1,099	1,344
PERS	31	207
Medication Management	73	1,117
Outreach	69	1,805
Vision Services Need	43	147
<i>Services</i>	<i>Clients</i>	<i>Contacts</i>
Ombudsman	1,519	1,746
<i>Services</i>	<i>Clients</i>	<i>Meals Served</i>
Congregate Meals	2,884	140,308
Home Delivered Meals	2,400	717,638
<i>Services</i>	<i>Clients</i>	<i>Units</i>
Kinship Caregiver	20	1,084
<i>Services</i>	<i>Clients</i>	<i>Workshops</i>
Alzheimer Education	378	46
Elder Abuse Education	666	24

Rudy's Lawn & Snow Service  
 Sitting Angels AFC  
 Shiawassee Council on Aging (SCOA)  
 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  
 Warm Embrace  
 Watson Health Care  
 Work Skills Corporation, DBA Action Home Health Care  
 Wright & Filippis, Inc.

## Fiscal Year 2014 Fiscal Summary

<i>Support &amp; Revenue</i>		<i>Expenditures</i>	
Federal	\$10,976,742	Care Mgt./ HCBS E/D Waiver	\$9,115,524
State	5,386,918	Nutrition	2,084,178
Local Match	38,000	Supportive Services	2,407,014
Other Grants	65,300	Administration	760,699
Other Income	63,731		
Interest Income	3,604		
<i>Total Support &amp; Revenue</i>	<b><i>\$16,534,295</i></b>	<i>Total Expenditures</i>	<b><i>\$14,367,415</i></b>
<i>Support &amp; Revenue in Excess of Expenditures: \$2,166,880</i>			

## Fiscal Year 2014 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 \$1,328,717 was received in Region 5 in FY 2014.

<i>Contributor</i>	<i>Amount</i>	<i>Purpose</i>
Anonymous Donor	\$45,000	Crisis Intervention Program
Medicare/Medicaid Assistance Program (MMAP)	\$55,206	Assistance with Medicare/Medicaid
Genesee County Millage	\$11,000	Home Delivered Meal Provider Assessments
Centers for Medicare and Medicaid Services	\$1,204,011	Community Based Care Transitions
The United Way of Genesee County	\$13,500	Keeping Independent Seniors Safe (KISS)

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