Mission
Valley Area Agency on Aging (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 families.

Vision
Valley Area Agency on Aging is an organization focused on serving a diverse clientele with a range of care, planning, and service options.

Core Values

Leadership
* To utilize our workforce to accomplish objectives and direct the organization cohesively and coherently
* To foster innovation, creativity, and vision

Trust/Integrity
* To be ethical and honest with one another and customers
* To be compassionate, professional, and transparent

Advocacy
* To empower individuals to participate in the decision making process
* To promote policies and programs that would positively impact those served

Commitment to Excellence
* To be accountable and effective stewards of resources; focusing on continuous improvement
* To strive to be the best in all we do
State of Aging Report

State of Aging Report—Region 5—Genesee, Lapeer, & Shiawassee Counties

Our senior population has continued to grow by leaps and bounds. We have all heard the statistic that 10,000 baby boomers are turning 65 every single day (AARP, 2017), nearly 7 baby boomers are turning 65 every minute and this growth is not expected to level off until the 2030’s. Not only is the senior population rapidly growing, but as technology continues to advance, seniors are living longer. From 2000 to 2010, our tri-county senior population grew by 19.74% and equaled 108,085. Today, 124,015 seniors reside in Genesee, Lapeer, and Shiawassee Counties (Aging and Adult Services Agency, 2019), an increase of 14.73% from 2010!

As the senior population continues to grow, so does the need, and the challenges to meet the need. Good health begins at home, and in order to assist in keeping seniors healthy and as independent as possible, other factors called Social Determinants of Health, need to be addressed as well. Social Determinates are factors other than a medical diagnosis that can have a negative impact on our health. These include economic issues, safety concerns, nutrition, education, and social supports. Concerns of choosing between paying for housing, utilities, food, or medications make scheduling a doctor visit less of a priority to some. Addressing these needs are imperative in order to improve health and reduce disparities in health and health care.

Another challenge is to continue to develop and diversify revenue streams in order to meet our senior’s needs. We must think outside the box by building new and strengthening current partnerships and collaborations, increasing assistance for caregivers, being creative in programming and tapping into other funding sources, such as Medicare. We have already begun our journey; we are building and strengthening partnerships with hospitals and Medicare supplemental plans, we have increased our caregiver services by adding Powerful Tools for Caregiving classes, implemented programs such as Art Therapy which assists in reducing social isolation, depression, and anxiety and providing Medical Nutrition Therapy and Medicare billable services. We have taken steps in the right direction, but we have a long way yet to go. We must position ourselves to not only serve our current seniors, but those to come as well.

We look forward to taking this journey with you, our aging partners, stakeholders, our community, our VAAA Team. Thank you for your support as we conclude our 44th year of providing Action, Advocacy, and Answers for older adults and those with disabilities in Genesee, Lapeer, and Shiawassee Counties. We endeavor to be ALL THINGS SENIOR.
2018 Board and Advisory Council

Board of Directors

Senior Citizen Representatives

City of Flint
Jacqueline Reynolds, Ph.D.

Genesee County
Hank Allen, Chairperson
Bill McLean

Lapeer County
Gary Easton
Bonnie Kavalunas

Shiawassee County
Ron Elder, Immediate Past Chair
John Horvath
Sandra Michalek, Vice Chairperson

Elected Officials

Genesee County
Brenda Clack, Genesee County Commissioner

Lapeer County
Leonard Schneider, Lapeer County Commissioner

Shiawassee County
Michael Bruff, Shiawassee County Commissioner

VAAA Organization Appointees

Cathy Metz, Hurley Medical Center, Treasurer
Service Line Administrator

Marla Dais, Genesys Health System
Health Care Marketing

Judy Garza, Retiree, Secretary

Dr. Barbara Mercer, MD, McLaren Physician
Family Practice/Geriatric Physician

Glenn Wilson, Communities First, Inc.
President, CEO

Advisory Council

Senior Citizen Representatives

City of Flint
Debra Holmes
1 Vacancy

Genesee County
Joe Massey, Chairperson
1 Vacancy

Lapeer County
Glenn Clemence
Joyce Thatcher, Secretary

Shiawassee County
2 Vacancies

Agency Representatives

Academia
Daniel Hummel, Ph.D., University of Michigan, Flint

Department of Health and Human Services
Sheila Conyers, Adult Protective Services Program

Department of Veteran’s Services
Carrie Burns, Veteran Service Officer

Genesee County Community Action Resource Department
Tamitha Taylor, Senior Nutrition Program Director, Vice Chairperson

Genesee Health System
Vacant

Greater Lapeer Transit Authority
Kelly Bales, Executive Director

Social Security Administration
Pam Koutouzos, District Manager

Right at Home
Marcus Pahl, President
**History of VAAA**

In the 1960’s, the nation had become focused on senior issues. In 1965, Congress passed the Older Americans Act which established and authorized senior programs, particularly senior centers and related services. At that time, the Agency functioned as a component of the Genesee County Model Cities Program. Federal funds initially flowed through Model Cities, a federal program intended to strengthen communities across the country.

In 1974, Valaria Conerly was asked to head up a new division in Model Cities that included the planning and administration of aging programs. The total budget was $25,000. Valley was incorporated in 1976 and Genesee, Lapeer, and Shiawassee Counties joined the City of Flint to comprise Michigan’s Region 5 Planning and Service Area. The Agency grew and prospered under the direction of Valaria Conerly as Executive Director, having served the seniors of Genesee, Lapeer, and Shiawassee Counties for 30 years.

In October of 2003, Kathryn C. Boles was named the Executive Director. Under Ms. Boles’ direction, the Agency has secured an unprecedented number of federal grants, the Agency has moved toward the use of more technology, and new collaborative partnerships have been established. The overall revenue has increased, and the long-term fiscal position of the Agency has also strengthened which will allow for startup capital for new programs and expand services to meet the Agency’s overall mission. Kathy Boles retired as President/CEO in 2018.

The mantle was passed to Yaushica Aubert, Valley Area Agency on Aging’s current President and CEO in October of 2018. Ms. Aubert has worked in the field of aging since 1999. Yaushica has held many positions during her tenure at VAAA beginning as a Social Worker Care Manager, then Lead Care Manager. In 2002 she became the Director of the MI CHOICE Waiver Program until 2008 when she became the Director of Planning and Contract Management, having oversight of the agency’s multi-year plan development, contract management, senior wellness services and other programming until becoming Vice-President of Operations in 2016.

Yaushica Aubert’s accomplishments include overseeing the Medicare application process and approval, implementing Medicare funded programming, overseeing the increase of wellness programs in the community and increasing community awareness of VAAA programs and services via branding and community outreach, which now includes growing and active social media pages. Ms. Aubert’s overall vision for the next 3 years is to diversify funding streams while providing effective and efficient programs and services to achieve the VAAA mission with a focus on excellent quality and customer service. The VAAA team endeavors to be “All Things Senior.”
### 2018 Services

**Community Access Department**
* Adult Day Services
* Assistive Devices & Technologies
* Care Management Programs
* Care Transitions
* Care Coordination & Support
* Crisis Intervention Program
* In-Home Services  
  (Personal Care/Homemaker)
* Medication Management
* MI Choice Waiver Program
* Nursing Facility Transition Program (NFT)
* Respite
* Home Injury Control

**Information & Assistance Department**
**Aging and Disability Resource Center (ADRC)**
* Art Therapy
* Flint Seniors Matter
* Gatekeeper Program
* Information & Assistance
* Independence by Choice
* Medicare Medicaid Assistance Program
* Outreach
* Options Counseling
* Valley Community Connect Program

**Program Development Department**
* Arthritis Foundation Exercise Program
* Caregiver Training & Education Programs
* Congregate Meals
* Creating Confident Caregivers  
  (Savvy Caregiver Program)
* Diabetes Personal Action Towards Health (D-PATH)
* Elder Abuse Prevention & Education
* Home Delivered Meals
* Keeping Independent Seniors Safe (KISS)
* Kinship Caregivers
* Legal Services
* Long-Term Care Ombudsman  
  (Nursing Home Assistance)
* Matter of Balance
* Medical Nutrition Therapy (MNT)
* Oral Health Cleanings
* Personal Action Toward Health (PATH)
* Retired & Senior Volunteer Program (RSVP)
* SilverSneakers Stability Program

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**Client Quotes**

“Thank you, Valley A3! We love you! I’m only 60 years old but my funeral plans are made and I tucked a donation envelope in with my plans and told my husband that I want a charitable donation to go to VA3!”

“VAAA has been a blessing to our family. The services allowed my mother-in-law to continue to work while knowing her husband is in capable hands. The staff is always helpful and considerate. I recommend VAAA to any family and friends in need of services. Keep up the great work!”

“The care providers you send are like family. They are very helpful and caring. I recommend this program to my friends who are caring for their parents.”

“Lovely and attentive staff who do a terrific job!”

“VAAA is doing an excellent service. I appreciate your staff. I would truly recommend Valley to my friends. Thank you and keep up the good work.”

“Your staff is very professional, knowledgeable, and kind. I would recommend your agency to anyone in need of services.”

“The exercise class helps me get out of the house and meet new friends. Getting involved with other seniors is very helpful for not just my health but for my mind too. My doctor encourages me to attend and I really enjoy it.”

*Client Quotes*
Community Services

The “Independence by Choice” process uses a multi-level intervention to assist area seniors 60+ or older living in Genesee County, and multiple funding sources to enhance the Agency’s in-home care program outcomes by reducing long waitlists and increasing seniors served. The traditional program models focused on providing assistance once the person’s name came to the top of the waitlist. The Independence by Choice program focuses on using multiple levels of intervention while the person is on the waiting list for long term care services.

All persons contacting the agency seeking long term care services will be screened utilizing the Independence by Choice process. The program is set up into 4 tiers starting with a telephonic social work assessment to identify the applicant's ability to care for him or herself. A person-centered plan is developed with the participant to identify what is important to them. The social worker helps the participant to find ways that they can participate in achieving their goals. The process proved very successful in our first year of implementation. The agency was able to reduce the MI Choice Waiver waitlist by 100% and the Care Management waitlist by 28%. Through this process our staff screened 464 seniors in the first year. All of these seniors were provided a face to face interview along with information and referrals within the community based on their wants and needs.

Case Coordination and Support

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 Crisis Intervention Program.

Care Management

Care Management provides case management services for seniors 60 years of age or older who, without services, would need nursing home care. People served through the Care Management Program do not financially qualify for the Medicaid Waiver Program. A registered nurse and social worker monitor program enrollees by completing assessments for each participant and creates a care plan based on what the participant and family feels is needed beyond what can be provided through informal supports. In FY2018, the agency served 357 Genesee County residents through the Care Management Program.

Crisis Intervention Program

The Crisis Intervention Program, through a privately funded grant, provided 40 Genesee County seniors 60 years of age or older homemaking and/or personal care and care management services for up to 3 months while they were recovering from a short-term health crisis.

Medicare Medicaid Assistance Program (MMAP)

Here in Region 5 (Lapeer, Genesee, and Shiawassee Counties) MMAP volunteers and paid in-kind counselors did great things in 2018. We added two new paid in-kind partnerships with non-profit agencies serving our local community. We added 10 new counselors making a total of 35 that serve clients at 23 different counseling sites. Between the 3 counties, there were over 4,200 clients served, totaling over 4,000 hours of counseling. Approximately 1,700 of those clients served fell below 150% of the FPL (Federal Poverty Level). The majority of the clients served were those seeking assistance with Part D Prescription Drug Coverage and/or guidance in finding the right Medicare Supplemental Plan (Medigap).
While assisting clients in all areas, counselors saved the beneficiaries an estimated $794,979 of which $217,206 was through the enrollment of the Low Income Subsidy (LIS) and Medicare Savings Program (MSP).

Throughout the Open Enrollment Period (October 15 through December 7), there were 1,649 client contacts with counselors spending over 1,587 hours aiding with enrollment in Medicare Prescription Drug plans, Medicap plans, and Medicare Advantage plans. In addition, during the year of 2018, counselors reached over 4,400 seniors at outreach events such as health fairs, open houses, and other community events. Counselors spent more than 500 hours at outreach events spreading the word about MMAP and giving out materials to help keep the community updated on Medicare changes as well as providing clients with education regarding Medicare/Medicaid fraud and abuse through the Senior Medicare Patrol (SMP) program. Region 5 also received the McBearlock award for being the region with the most unduplicated SMP individual interactions.

Valley Area Agency on Aging offers a variety of services and assistance in the following areas:

* Information & Assistance
* Consumer’s Energy Gatekeeper Program
* Medicare/Medicaid Assistance Program
* Outreach
* Options Counseling
* Valley Community Connect
* Holon-Community based referral system
* MI Bridges—DHHS
* Eligibility screenings for all programs offered at Valley and in the community.

Valley Area Agency on Aging established the Senior Lives Matter program (SLM) December 1, 2016. The Michigan Department of Health and Human Services and the Michigan Health and Endowment Fund finance the program. The purpose of the program is to focus on the needs of seniors affected by the Flint Water Crisis by providing information and a multiplicity of resources to seniors in Flint. The task for the team is to identify and provide services and resources that best fit each individual senior.

Through the water crisis, several needs were identified, some that were directly related to the crisis and others that were identified because of personal contact by the Senior Lives Matter team. The SLM team has provided in-home dietary and stress counseling, art therapy, no-cost transportation, and community resources for seniors 60 years of age and older. The team has also hosted more than 200 community outreach events.

SLM community workers can be found providing real time information regarding the water crisis at Flint’s City Hall, Hamilton Health Care clinics, Hurley Medical Center, senior housing complexes, and at Brennan and Hasselbring Senior Centers. Seniors are educated on which foods help fight lead in the body, locations for water distribution or pick-up, pipe replacement updates, and additional services that are specific to the needs of seniors.

We listened to Flint seniors who related that they were having issues with skin irritation and hair loss. Scientifically, the hair loss did not correlate with lead in the Flint water, but stress counseling was offered to address the hair loss concerns. Art Therapy is currently being used to address stress and social isolation among the senior population. The SLM community workers have provided information to more than 19,000 seniors through-out Flint, visited over 1,300 homes, and made nearly 4,700 referrals to several community partners. SLM community workers have stressed the importance of a healthy diet, have provided fresh fruits & vegetables, farmer’s market gift cards, and transportation to access healthy food choices.
Community Services

Information & Assistance Services

Information & Assistance Services provide answers and action for many of the problems and concerns facing our aging and disabled population. The I & A department’s Aging and Disability Resource Center (ADRC) is the front door for Valley Area Agency on Aging and we pride ourselves on having answers for “All Things Senior.” The I & A department seeks and identifies resources in the community and provides information to persons seeking assistance. Valley Area Agency on Aging attended 31 outreach events and conducted 15 informational presentations that provided valuable information to over 9,000 seniors in the community. During FY2018, 32,402 calls were received inquiring about services and programs available in the community. The following referrals reflect some of the requests received during the fiscal year as well as the greatest needs indicated by our seniors:

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Number of</th>
<th>Greatest Need Identified by caller</th>
<th>Number of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>1,927</td>
<td>Personal Care</td>
<td>1,334</td>
</tr>
<tr>
<td>In Person Walk-Ins</td>
<td>25</td>
<td>Home Delivered Meals</td>
<td>1,291</td>
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<tr>
<td>MI Choice Waiver</td>
<td>280</td>
<td>Housekeeping</td>
<td>840</td>
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<tr>
<td>Care Management</td>
<td>406</td>
<td>In-Home Assistance</td>
<td>495</td>
</tr>
<tr>
<td>Nursing Facility Transitions</td>
<td>301</td>
<td>MI Choice Waiver</td>
<td>89</td>
</tr>
<tr>
<td>Home Delivered Meals</td>
<td>965</td>
<td>Local Transportation</td>
<td>623</td>
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<tr>
<td>Gatekeeper-Consumers Energy</td>
<td>33</td>
<td>Personal Alarm System</td>
<td>26</td>
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<tr>
<td>Crisis Intervention</td>
<td>70</td>
<td>Senior Housing</td>
<td>297</td>
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<tr>
<td>KISS Program</td>
<td>51</td>
<td>Medicare/Medicaid Assistance</td>
<td>4,420</td>
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<tr>
<td>Care Transitions</td>
<td>3</td>
<td>Home Repair</td>
<td>281</td>
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<tr>
<td>FSLM Water Crisis</td>
<td>1,564</td>
<td>Respite Services</td>
<td>274</td>
</tr>
<tr>
<td>Referral</td>
<td>282</td>
<td>Financial Assistance</td>
<td>635</td>
</tr>
</tbody>
</table>

Art Therapy

The use of Art Therapy has allowed seniors to self-identify stress, depression, loss, hoarding, and other cognitive and psychological challenges. The licensed clinician on the SLM Team is available for short-term counseling. Seniors agreeing to long-term counseling are referred for long-term mental health services through our partnership with Genesee Health System. Valley has also partnered with the Flint Institute of Arts to provide opportunities for seniors to learn and participate in activities related to art.

Valley Community Connect

Valley Community Connect is a personal emergency response unit (PERS). The PERS is a multi-purpose response and connection system used to connect users with their communities. The PERS can be used locally as well as travel to some vacation destinations. VCC is much more than a personal emergency response system, the system can be used to alert emergency contacts, speak with licensed social workers, order take-out, and much more. The Valley Community Connect unit is a personal concierge service for medical emergencies and personal need choices.
Community Services

MI Choice Medicaid Waiver Program
Medicaid Waiver is a community based long-term care program for people who meet 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 a social worker. In FY2018, the program provided comprehensive services to 530 Genesee, Lapeer, and Shiawassee County residents. The total number of units of services provided was 1,976,583.85 which included adult day care, community living support, out of home respite, emergency response systems, and private duty nursing. The program is funded by the Michigan Department of Health & Human Services (MDHHS). In FY2018, VAAA also began offering private pay services to individuals who were either not eligible or who wanted to pay for services while waiting for publicly funded services. Those services included care management, assessment, plan of care development, environmental assessment, service arrangements, and monthly monitoring.

Nursing Facility Transition Program
The Nursing Facility Transition Program (NFT) provides transition assistance for those individuals residing in a nursing home who wish to return to community living. Program services include an assessment, transition assistance planning, securing household items needed for transition, assistance in finding housing and establishing utility hook-ups, and assistance in securing housing and utility deposits. In FY2018, VAAA assisted 93 individuals with this program.

Keeping Independent Seniors Safe (KISS continued)
through Friday, to check on their health and well-being. Seniors must provide a contact person to the program in the event of an emergency. The KISS program currently has 114 seniors enrolled in Genesee County, 5 seniors in Shiawassee County, and 14 seniors in Lapeer County for a total of 133 participants. Our most recent survey results (2018) show that 100% of participants enjoy the socialization that KISS calls provide; 96% of participants that the program provides a sense of safety and security due to living alone; and 100% of participants report that the program is very important to them. Due to the success of the KISS program, 95% of participants reported that KISS calls help them to remain independent longer.

Retired & Senior Volunteer Program
Retired & Senior Volunteer Program (RSVP) is a program that allows seniors in the community a chance to give back through volunteer work. Volunteers have worked on a variety of projects including food pantry support, transportation, and companionship/respite. There are over 100 volunteers in the program working with 36 stations, including: Absolute Hospice, Alzheimer’s Association, American Red Cross, Baker College of Owosso, Big Brothers Big Sisters, Carriage Town Ministries, Catholic Charities Center for Hope and North End Soup Kitchen, CHEA - Center for Higher Educational Achievement, COFY– Community Outreach for Family & Youth, The Disability Network, Durand Senior Center, Eastside Senior Center, Food Bank of Eastern MI, Forest Twp. Senior Center, GCCARD Senior Nutrition & Head Start, Grace Hospice, Heart to Heart Hospice, Heartland Hospice, Hispanic Service Center, Jewish Community Services, Kindred Hospice, Looking Glass Community Outreach, Love, INC of Flint and Greater Lapeer, Morrice Senior Center, Owosso Senior Center, Residential Hospice, Transportation Solutions of Owosso, Senior Outreach Services (SOS) of Lapeer County, St. Luke NEW Life Center, United Way, VAAA KISS, MMAP, MOB programs, and Veteran’s Affairs of Lapeer County.
Sandra Webb began receiving services with Valley Area Agency on Aging in April of 2017. Sandra reported that her son and daughter-in-law helped her around the home, however, it bothered Sandra to ask them for help because they both work full time jobs and have a limited schedule. Sandra reported, “I was not confident getting around the house before Valley’s services.” Sandra now receives assistance from the Care Management program receiving services 2 days per week that include personal care and homemaking. Sandra stated that the aide assists her with showers, taking out the trash, lifting heavy objects, and washing her laundry. Sandra reported that Valley has restored her confidence and peace of mind stating that, “I cannot say enough good things about Valley.”

Reginald Bailey had been living at Heritage Manor after he suffered complications with his kidney dialysis port. After 4 months there, he felt in need of a “peaceful” place to call his own but did not have the means to find appropriate yet affordable housing, or to set it up to live independently.

After a social worker at the nursing home referred Reginald to Valley Area Agency on Aging in October of 2018, he began working together with Angelina Porter, VAAA Transition Navigator, to form a plan for him to transition back into the community and live independently.

With help from the Disability Network, Valley’s Nursing Facility Transition Program found and set up an apartment, secured his rental deposit and the first month’s rent so Reginald could move out of Heritage Manor and return to community living. Items were also purchased in order for the apartment to feel like home on his first day such as furniture, appliances, linens, household supplies, and groceries.

On December 19, 2018, Reginald moved into his apartment and said he felt like he has “started a new life!” He had not lived alone in over 4 years and said he feels so blessed. He said he could not have moved out of the nursing home without the help of VAAA and feels like he can move forward with his life now.
Senior Advocacy

Valley Area Agency on Aging has representation at the State Advisory Council meetings regularly, to speak with legislators in Lansing about senior citizen issues and concerns. Joe Massey is currently the representative for our agency for the Michigan Senior Advocates Council (MSAC). The group meets monthly in Lansing to speak to legislators regarding issues that affect the senior population.

Mr. Massey reports back on the MSAC activities to the Valley Area Agency on Aging Advisory Council. VAAA is grateful for the advocacy efforts put forth by those who have stepped in to advocate on behalf of the seniors of Genesee, Lapeer, and Shiawassee Counties.

In addition, VAAA participates annually in Older Michigander’s Day in Lansing. In 2018, VAAA had a full bus and a full van with 67 seniors attending the event at the state capital to listen to speakers and talk to legislators to voice their opinions and concerns. Platform issues for the event this year included addressing the waitlists for senior services, preventing elder abuse, and enhancing independent living in the community. VAAA is proud to be a voice for the seniors in Region 5.

VAAA continues its advocacy efforts with its Annual Senior Power Day. In 2018, there were record breaking numbers! Over 2,100 seniors attended the event held at Crossroads Village. A petition to increase senior services was circulated and 567 signatures were obtained. The petition was given to legislators to inform them of the need and support for in-home services for seniors in Genesee, Lapeer, and Shiawassee Counties.

Finally, VAAA continues to forward correspondence for issues that require action. In 2018, at the request of the Advocacy Committee, Advisory Council, and Board of Directors, VAAA sent correspondence to legislators regarding the following issues: Opposing Medicare/Medicaid Assistance Program elimination, opposing Medicaid funding reductions, opposing the elimination and/or funding reduction of Senior Corp programs such as the Retired Senior and Volunteer Program (RSVP) and supporting various elder abuse legislation. VAAA will continue to vigilantly advocate regarding community supports and services and address long term care needs for our seniors and persons living with disabilities.
Health & Wellness Programs & Evidence Based Disease Programs

**Oral Health Cleanings:** Valley’s Program Development Department received a grant from the Flint H20 Project and Brighter Futures Community to provide oral health cleanings to seniors age 60 and over. Through a partnership with Mott Community College Dental Hygiene Clinic, 120 oral cleanings were provided to seniors in need who reside in the City of Flint and Genesee County. A Flint Water Crisis DHHS grant made these cleanings available to an additional 60 seniors.

**Creating Confident Caregivers:** This is a program for family members caring for a loved one with dementia and/or memory loss and is led by a dementia care specialist. Caregivers learn about dementia and its effects on the brain, caregiver resources in Region 5, managing behaviors, improving caregiving skills, how to handle everyday activities more easily, and taking care of themselves in order to better care for their loved one. A total of 60 caregivers graduated from this program.

**Matter of Balance:** This program is designed to reduce the fear of falling and increase activity levels of older adults who have concerns about falls. During the 8-week course, participants learn how to view falls as controllable, set realistic goals for increasing activity, change their environment to reduce fall risk, and exercise to increase strength and balance. A 30 minute exercise session begins during the 3rd class and continues on through the 8th class. A total of 116 participants graduated from this program.

**Arthritis Foundation Exercise Program:** This is a low-impact activity program proven to reduce pain and decrease stiffness. The routines include gentle range-of-motion exercises that are suitable for every fitness level. A total of 167 participants have graduated from this exercise program.

**SilverSneakers:** VAAA & Tivity Health present SilverSneakers Stability program. These doctor-recommended, low-impact classes are designed to deliver results for any age or fitness level, reduce pain and stiffness while keeping your joints flexible and your muscles strong. The SilverSneakers Stability class specifically targets your balance skills. In 2018, VAAA provided 281 classes at 12 sites in Region 5. The sites include one in Shiawassee County, two in Lapeer County and nine in Genesee County. On average, 105 SilverSneakers members attended the classes in Region 5. A total revenue from these classes was $5,357.

**Diabetes Personal Action Towards Health (D-PATH):** This program is designed to benefit adults with Type 2 Diabetes but family members, friends, and caregivers are also encouraged to attend. The self-management workshop provides ways to take control of diabetic conditions through problem solving and action plans. Topics include exercise, nutrition, relaxation, and pain management. A total of 51 participants have graduated from the D-PATH program.

**Health & Wellness Senior Presentations:** VAAA Health & Wellness staff provided 31 presentations throughout Region 5 and educated 282 attendees on topics such as: Fall Prevention Awareness (by MCC Occupational Therapy students), virtual dementia tours, Memories Matter, Our Best Shot: The importance of vaccines for older adults, Understanding Mealtime and Dementia, How Healthy is Your Mouth? (MCC Dental Hygiene Students), Are you a Caregiver for a Veteran?, What is Power of Attorney (Legal Services of Eastern Michigan), Tea & Talk: Self Care for Caregivers, Cooking for One (MSU Extension), LGBT Cultural Competency Training, and Strategies for Hoarding Disorder.
2018 Service Providers

A & M Inc. (2 Locations)
Access Builders
A Change of Seasons, Inc.
Active Adult Day Health, Inc.
Addington Place of Grand Blanc
   (formerly Prestige Pointe)
Advisacare Healthcare Solutions, Inc.
Allcare United
Alternative Elderly Care
Alzheimer’s Association
American House North
Bedrock Building, Inc.
Bentley Manor, Inc. (14 Locations)
Birchwood Meadows (2 Locations)
Britt’s Lawn Care Services
Care N Assist, LLC of Corunna
Care N Assist of Davison
Carolyn’s Assisted Living AFC
Catholic Charities
ComforCare Home Care
Comfort Keepers
Communication Access Center
Critical Signal Technologies, Inc.
D&B Taylor Enterprises (2 Locations)
The Disability Network
Family Home Health Care Services, LLC
Family Service Agency
Friends Who Care, Inc.
GCCARD
Great Lakes Insurance Restoration
GT Independence
Guardian Medical Monitoring, Inc.
Haven-Rowe, LLC (2 locations)
Heathercrest AFC
Helping Hand Home Care, Inc.
Hispanic Service Center
Home Care Alternatives
Kirk’s Family Pharmacy
Lakeshore Legal Aid
Lapeer County Health Department
   Senior Programs
Legal Services of Eastern Michigan
Lifeline Systems
The Lodge of Durand Memory Care II
Mass Transportation Authority (MTA)
Maxim Healthcare Services, Inc.
McFarlan Home
The Meadows of Owosso
   (dba Memorial Assisted Living)
The Medical Team, Inc.
Mercy Plus Healthcare
Metropolitan Housing Development Corp.
Monarch Garden, Inc.
National Kidney Foundation of Michigan
Nico’s Place, LLC (2 Locations)
Olive Branch Senior Assisted Living, LLC/AFC
Oliver Woods Retirement Village
Personal Accounting Services, Inc.
PNS2, Inc.
Porter Adult Foster Care Home, LLC
Prac Holdings, Inc. DBA Arcadia Home Care &
   Staffing (formerly Arcadia Healthcare, Inc.)
Professional Nursing Services
Purfoods, LLC (DBA Mom’s Meals)
Redwood, Inc. (3 Locations)
Reformation Home Health, LLC
Right at Home
Rockwell Assisted Living/Memory Impaired
Rose Pest Solutions
Rudy’s Lawn & Snow Service
Safe Hands Warm Hearts, Inc.
Serenity3 Home Health, Inc.
   (formerly Watson Healthcare, Inc.)
Shiawassee Area Transportation Agency (SATA)
Shiawassee Council on Aging (SCOA)
Sobak’s Home Medical, Inc.
Spartan Healthcare Staffing Services, Inc.
STAT Emergency Medical Services, Inc.
Tender Care Home Health Care
Valley Nursing and Staffing
   (formerly H-Care Nursing Services, Inc.)
Valued Relationships, Inc. (VRI)
Welcome Home Assisted Living
## Older American Act Funded Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Clients Served</th>
<th>Units Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Care</td>
<td>307</td>
<td>37,176</td>
</tr>
<tr>
<td>Homemaker</td>
<td>355</td>
<td>18,414</td>
</tr>
<tr>
<td>Care Management</td>
<td>350</td>
<td>2,193</td>
</tr>
<tr>
<td>Case Coordination &amp; Support</td>
<td>359</td>
<td>2,843</td>
</tr>
<tr>
<td>Home Delivered Meals</td>
<td>2,742</td>
<td>780,656</td>
</tr>
<tr>
<td>Congregate Meals</td>
<td>2,501</td>
<td>122,162</td>
</tr>
<tr>
<td>Legal Assistance</td>
<td>940</td>
<td>1,478</td>
</tr>
<tr>
<td>Independence by Choice</td>
<td>455</td>
<td>1,823</td>
</tr>
<tr>
<td>Outreach</td>
<td>22,128</td>
<td>3,425</td>
</tr>
<tr>
<td>Information &amp; Assistance</td>
<td>38,883</td>
<td>34,546</td>
</tr>
<tr>
<td>Caregiver Training</td>
<td>224</td>
<td>2,720</td>
</tr>
<tr>
<td>Disease Prevention</td>
<td>394</td>
<td>542</td>
</tr>
<tr>
<td>Elder Abuse Prevention</td>
<td>719</td>
<td>119</td>
</tr>
<tr>
<td>Home Injury Control</td>
<td>3</td>
<td>15</td>
</tr>
<tr>
<td>Assistive Devices &amp; Technology</td>
<td>89</td>
<td>241</td>
</tr>
<tr>
<td>Medication Management</td>
<td>24</td>
<td>911</td>
</tr>
<tr>
<td>Adult Day Care</td>
<td>24</td>
<td>14,324</td>
</tr>
<tr>
<td>In Home Respite</td>
<td>133</td>
<td>15,893</td>
</tr>
<tr>
<td>Kinship Respite Care</td>
<td>33</td>
<td>1,291</td>
</tr>
<tr>
<td>Ombudsman Services</td>
<td>3,255</td>
<td>1,864</td>
</tr>
</tbody>
</table>

“My husband and I are both in bad health. Most of the time neither of us feel like cooking so we really appreciate the Home Delivered Meals, they really help!”

“I have more energy and I have less pain when I move around after I participate in these arthritis exercise classes.”

“My mom has dementia, arthritis, and no longer drives. Not only does she get the proper nutrition from Home Delivered Meals, she also looks forward to seeing the delivery person each day because it gives her someone to talk to which helps relieve her loneliness.”

---

Client Quotes
# Fiscal Year 2018 Summary

## Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Grants</td>
<td>$10,850,283</td>
</tr>
<tr>
<td>State Grants</td>
<td>6,692,271</td>
</tr>
<tr>
<td>Private Grants</td>
<td>644,113</td>
</tr>
<tr>
<td>Local Match</td>
<td>22,000</td>
</tr>
<tr>
<td>Other Local Grants &amp; Revenue</td>
<td>88,189</td>
</tr>
<tr>
<td>Interest Income</td>
<td>22,457</td>
</tr>
<tr>
<td>Unrealized Gain on Investments</td>
<td>64,213</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$18,383,526</strong></td>
</tr>
</tbody>
</table>

## Expenditures

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAA Administration</td>
<td>$466,898</td>
</tr>
<tr>
<td>Title III-B Services</td>
<td>577,144</td>
</tr>
<tr>
<td>Congregate Nutrition</td>
<td>410,404</td>
</tr>
<tr>
<td>Home Delivered Meals</td>
<td>1,373,829</td>
</tr>
<tr>
<td>Disease Prevention/Health Promotion</td>
<td>44,765</td>
</tr>
<tr>
<td>National Family Caregiver Support</td>
<td>267,579</td>
</tr>
<tr>
<td>Elder Abuse Prevention</td>
<td>9,020</td>
</tr>
<tr>
<td>Long-Term Care Ombudsman</td>
<td>49,437</td>
</tr>
<tr>
<td>Nutrition Services Incentive Program</td>
<td>602,463</td>
</tr>
<tr>
<td>State Access</td>
<td>39,554</td>
</tr>
<tr>
<td><strong>State In-Home Services</strong></td>
<td>565,082</td>
</tr>
<tr>
<td><strong>State Alternative Care Services</strong></td>
<td>155,825</td>
</tr>
<tr>
<td><strong>State Care Management</strong></td>
<td>359,908</td>
</tr>
<tr>
<td><strong>Merit Award Trust Fund</strong></td>
<td>181,786</td>
</tr>
<tr>
<td><strong>State Aging Network</strong></td>
<td>61,680</td>
</tr>
<tr>
<td><strong>State Respite</strong></td>
<td>92,929</td>
</tr>
<tr>
<td><strong>State Caregiver Support</strong></td>
<td>22,429</td>
</tr>
<tr>
<td><strong>MI Choice Medicaid Waiver</strong></td>
<td>11,085,583</td>
</tr>
<tr>
<td><strong>Nursing Facility Transfers</strong></td>
<td>51,321</td>
</tr>
<tr>
<td><strong>Care Transitions</strong></td>
<td>90,821</td>
</tr>
<tr>
<td>Medicare/Medicaid Assistance Program</td>
<td>72,877</td>
</tr>
<tr>
<td><strong>Retired &amp; Senior Volunteer Program</strong></td>
<td>136,133</td>
</tr>
<tr>
<td><strong>Water Crisis</strong></td>
<td>581,511</td>
</tr>
<tr>
<td><strong>Keeping Independent Seniors Safe</strong></td>
<td>25,729</td>
</tr>
<tr>
<td><strong>Crisis Intervention</strong></td>
<td>59,873</td>
</tr>
<tr>
<td><strong>Other Local Grants</strong></td>
<td>163,431</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$17,548,011</strong></td>
</tr>
</tbody>
</table>

**Revenue in Excess of Expenditures**  

**$835,515**
## Fiscal Year 2018 Resource Development

VAAA endeavors to supplement its programs with additional funding. VAAA continues to receive federal and state funds which are earmarked for senior programs. A total of $972,851 was received in Region 5 in FY2018.

<table>
<thead>
<tr>
<th>Contributor</th>
<th>Amount</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Health &amp; Human Services</td>
<td>$260,064</td>
<td>Flint Senior Lives Matter (Flint Water Crisis)</td>
</tr>
<tr>
<td>Area Agencies on Aging Association of Michigan (AAAM) - Michigan Health Endowment Fund</td>
<td>$250,000</td>
<td>Flint Water Crisis</td>
</tr>
<tr>
<td>Medicare/Medicaid Assistance Program (MMAP)</td>
<td>$74,525</td>
<td>Assistance with Medicare/Medicaid</td>
</tr>
<tr>
<td>Corporation for National &amp; Community Services (CNCS)</td>
<td>$62,644</td>
<td>Retired &amp; Senior Volunteer Program</td>
</tr>
<tr>
<td>Region VII Area Agency on Aging</td>
<td>$51,298</td>
<td>Community Care Transitions</td>
</tr>
<tr>
<td>City of Flint</td>
<td>$50,000</td>
<td>CDBG Grant—Home Delivered Meals</td>
</tr>
<tr>
<td>Hurley Medical Center</td>
<td>$46,986</td>
<td>Care Transitions Program and Comprehensive Care for Joint Replacement</td>
</tr>
<tr>
<td>Anonymous Donor</td>
<td>$45,000</td>
<td>Crisis Intervention Program</td>
</tr>
<tr>
<td>McFarlan House</td>
<td>$45,000</td>
<td>Retired &amp; Senior Volunteer Program</td>
</tr>
<tr>
<td>Aging &amp; Adult Services Agency</td>
<td>$21,608</td>
<td>Retired &amp; Senior Volunteer Program</td>
</tr>
<tr>
<td>American House Foundation</td>
<td>$15,000</td>
<td>Senior Assistance Grant</td>
</tr>
<tr>
<td>United Way of Genesee County</td>
<td>$13,500</td>
<td>Keeping Independent Seniors Safe</td>
</tr>
<tr>
<td>Genesee County Millage</td>
<td>$10,400</td>
<td>Home Delivered Meals Provider Assessments</td>
</tr>
<tr>
<td>Private Pay</td>
<td>$6,051</td>
<td>MiChoice Waiver Program—Divestment</td>
</tr>
<tr>
<td>Medicare</td>
<td>$5,623</td>
<td>Medical Nutrition Therapy (MNT)</td>
</tr>
<tr>
<td>Tivity Health Services, LLC</td>
<td>$5,557</td>
<td>SilverSneakers Exercise Program</td>
</tr>
<tr>
<td>United Way of Genesee County</td>
<td>$5,000</td>
<td>State Innovative Model (SIM) Pilot Program</td>
</tr>
<tr>
<td>McLaren Community Health</td>
<td>$3,010</td>
<td>Community Health Worker Program</td>
</tr>
<tr>
<td>Delta Dental Foundation</td>
<td>$1,500</td>
<td>Dental Cleaning Grant</td>
</tr>
<tr>
<td>Valley Community Connect (Private Pay)</td>
<td>$85</td>
<td>Personal Emergency Response System</td>
</tr>
</tbody>
</table>

*Resource development dollars are included in revenue.*
2018 Corporate Sponsors

2018 SENIOR POWER DAY SPONSORS

PLATINUM SPONSORS ($3,000)
- McFarlan Kearsley Residence
- Mercy Plus Healthcare
- UAW 1-D International Union

GOLD SPONSORS ($2,000)
- Blue Cross Blue Shield of MI
- HAP
- Molina Healthcare
- Walgreen’s

SILVER SPONSORS ($1,500)
- American House North
- Hamilton Community Health Network
- Hurley Medical Center
- Pines of Burton Memory Care South
- United Healthcare Community Plan

BRONZE SPONSORS ($1,000)
- Edward Jones
- Fidelity Investments
- Tender Care Home Healthcare

COPPER SPONSOR ($600)
- Alzheimer’s Association
- Community Foundation of Greater Flint
- Genesee County Commission on Aging
- Genesee Health Plan
- HearUSA
- MTA
- Plante Moran
- Right at Home

CONTRIBUTING SPONSORS
- GCCARD Senior Food Programs
- Genesee County Parks & Recreation
- Mass Transportation Authority
- David Leyton Committee

2018 ANNUAL MEETING SPONSORS

- Alzheimer’s Association
- American House North
- Blue Cross Blue Shield of MI
- Community Foundation of Greater Flint
- Edward Jones
- Fidelity Investments
- Genesee County Commission on Aging
- Genesee Health Plan
- Hamilton Community Health Network
- Health Alliance Plan
- HearUSA
- Hurley Medical Center
- Mass Transportation Authority
- McFarlan Residential
- Mercy Plus Home Healthcare
- Plante Moran
- Right at Home
- Tender Care Home Healthcare
- The Pines of Burton
- UAW 1-D International Union
- Walgreens
2019 Platinum Sponsors

AARP

Hurley Medical Center

UAW International
UAW Region 1-D Cap
“I am blind and unable to drive to a store. My ability to cook safely is limited so I appreciate the meals that are delivered to my home daily.”

“I can’t use my hands much anymore and I don’t have anyone available to cook for me. I am so happy with Meals on Wheels, I think it’s a very nice program.”

“Thank you so much for the services I receive. I need assistance to change my bed and to vacuum. I am on oxygen and run out of breath easily.”

“Without these services, I would still be in a nursing home getting almost no care at all, plus, I would have lost custody of my son. The caregivers take excellent care of me and all the workers at VAAA have been there for me and help out any time they can.”

“I cannot see well and I cannot stand long enough to cook. Without the Home Delivered Meals coming to my home, I would not eat like I should.”

“Care Management Services help me stay mobile in my home. The services also help me maintain personal grooming and a safe home.”

“My mom has dementia, arthritis, and no longer drives. Not only does she get a nutritious meal, but she looks forward to talking with the food delivery person.”

“I love the help I receive from Valley Area Agency on Aging. They visit me in my home to be sure all my needs are addressed and also to be sure your home is safe.”

“Without the services offered by Valley Area Agency on Aging, my mom would not be able to stay home with her family and have the quality of life she enjoys.

“I feel so much better after going to the arthritis exercise classes at the senior center.”

“The exercise classes have helped to increase my strength and balance which has helped me to avoid falls.”

Client Quotes

Client Quotes
This Annual Report is dedicated to Kathy Boles and Joanne Chemo for their many years of service to Valley Area Agency on Aging.

Upon her retirement, Kathy left the directive to “BE BOLD!” We will honor your request as we boldly move forward to be “All Things Senior” in Genesee, Lapeer, and Shiawassee Counties.

From your VAAA Family, thank you for everything!
Valley Area Agency On Aging
Answers, Action, & Advocacy
for
All Things Senior!

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Flint, MI  48502
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www.valleyareaaging.org