



**Valley Area
Agency On Aging**
*Answers, Action, & Advocacy
for
All Things Senior!*



Create

by engaging in activities that promote learning, health, and personal enrichment.



Connect

with family, friends, and services that support participation.



Contribute

by sharing your time, talent, and life experiences to benefit others.

2019 ANNUAL REPORT

Valley Area Agency on Aging's 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.

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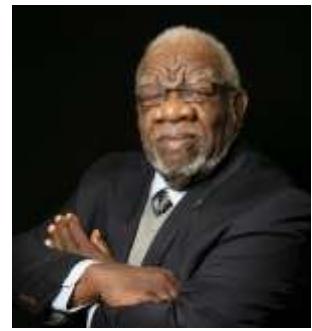
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State of Aging Report

Region 5 - Genesee, Lapeer and Shiawassee Counties



VAAA has successfully completed one year under the current President & CEO, Yaushica Aubert. While we have accomplished much, there is still a long way to go in assisting seniors to remain in their homes as independently as possible for as long as possible. Social determinants of health are the conditions in which people are born, grow, live, work, and age that shapes their health.

These conditions are factors such as economic issues, neighborhood and physical environment, nutrition, education, health care, and social supports. It is estimated that more than 80% of health outcomes are unrelated to medical care (Centers for Disease Control and Prevention, 2014). Instead, the factors listed above (social determinants), contribute to overall health and wellbeing. Doctors, hospitals, clinics, etc. do exceptional care when treating a medical diagnosis, but what happens when we leave the **doctor's office and return home?** For example, did you know loneliness and social isolation can be as damaging to ones health as smoking 15 cigarettes per day (Health Resources & Services Administration, 2019); and that, due to low income, many times our elders must choose between medicine, food and utilities? Addressing these needs is a priority to improve overall health and reduce disparities in health and health care.

Caregiver burnout is also a major concern. Burnout is a state of physical, emotional and mental exhaustion. It may be accompanied by a change in attitude, from positive and caring, to negative and unconcerned. Burnout can occur when caregivers don't get the help they need, or if they try to do more than they are able, physically or financially. Nearly half of all caregivers report that it is moderately or very difficult to balance work and caregiving, and also report feeling very overwhelmed (Aging in Place, 2019). It is important to allow care-givers to have a break, some much needed self-time, in order to rejuvenate and do self-care. Most caregivers are not aware this service (respite) is even available. We must do more to educate and assist those who are caring for loved ones by linking them to programs such as support groups, Kinship Caregiver resources, in and out of home respite, and workshops such as Creating Confident Caregivers, Powerful Tools for Caregivers, and other services for caregivers. Caregivers need our help just as much as our seniors.

The Aging Network is grateful that on October 28, 2019 the Dignity in Aging Act was passed by a unanimous voice vote in the U.S. House of Representatives. The bill would reauthorize the Older Americans Act (OAA) through 2024. The federal Older Americans Act, which expired on September 30, 2019, provides vital home and community-based services to more than 11 million older adults and caregivers each year. We now look to the Senate to act on many of the important updates passed by their House colleagues. Specifically, the Dignity in Aging Act would:

- * Extend the OAA for five years, two years longer than the prior reauthorization.
- * Provide notable increases in authorized funding: a seven percent increase the first year, with six percent increases each year after—totaling a 35 percent increase over five years.
- * Include language to make clear that AAAs can engage in private pay, integrated care and other arrangements to expand services outside of the Act.
- * Provide for additional funding to support Title VI Native American aging programs, specifically for the provision of supportive services and capacity-building training.
- * Remove the Title III E cap on grand families and older relative caregivers.
- * Include the creation of new research and demonstration authority at the U.S. Administration on Aging.
- * **Recognize the negative effects of social isolation and loneliness and reinforce the Aging Network's role in preventing isolation and promoting engagement among older adults.** (National Association of Area Agencies on Aging, 2019)

The OAA updates, if passed, will assist tremendously as they allow more dollars to serve a growing population and flexibility to **tailor programs/services based on each community's need.** However, as grant resources become scarce, we continue to diversify revenue streams, and grow our partnerships and collaborations with community organizations. Working together as a unit, we can stretch dollars and leverage resources in order to provide quality, effective and efficient services based on each individual's need. Together, WE can make a difference in the lives of seniors and caregivers.

Nothing beats the thank you given by a senior as they realize services will be provided in their home; or the relief in the face of a caregiver as they realize our programs provide even a little personal time. We do this because we care, because it is our passion, because it is our mission, and because we are a FAMILY. Thank you for your support as we enter 46 years of providing Action, Advocacy and Answers for older adults, persons living with disabilities and Caregivers in Genesee, Lapeer and Shiawassee counties. We endeavor to be ALL THINGS SENIOR.

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. Ms. Boles retired as President/CEO in 2018.

In October, 2018 Yaushica Aubert became the President/CEO of Valley Area Agency on Aging. Ms. Aubert has worked in the field of aging for over 20 years and has held many positions during her tenure at VAAA. FY 2019 was busy and productive for Ms. Aubert and the VAAA team. Some of the 2018/2019 accomplishments include:

- ◆ Becoming the one-stop Intake, Assistance, and Referral entity for Genesee County senior services by building a successful partnership with the Genesee County Office of Senior Services
- ◆ Growth of the Medical Nutrition Therapy Services (Medicare funded program)
- ◆ Implementation of the SilverSneakers programing within VAAA – winner of the Tivity Health Community ConnecTivity Award
- ◆ Implementation of the Fraud, Waste and Abuse Quality Assurance Department recouping \$9,781.00
- ◆ Created efficiencies which created, consolidated, and reduced the waitlist for senior services in Genesee County
- ◆ Increased fundraising/donation towards Senior Services
- ◆ Increased growth with VAAA's marketing, social media presence, and website traffic

In FY 2019 Ms. Aubert was featured twice in MyCity magazine, once for best dressed professional and once as a spotlight on aging services in the community. She has also appeared on many news programs about aging programs, and sits on several national, state, regional and local boards and advisory councils. Ms. Aubert's overall vision for the next 3 years is to diversify funding streams while providing effective, 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."



2019 VAAA Services

- ◆ Adult Day Services
- ◆ Art Therapy
- ◆ Arthritis Foundation Exercise Program
- ◆ Assistive Devices & Technologies
- ◆ Care Management Programs
- ◆ Care Transitions
- ◆ Care Coordination & Support
- ◆ Caregiver Training and Education Programs
- ◆ Congregate Meals
- ◆ Creating Confident Caregivers
- ◆ Crisis Intervention Program
- ◆ Diabetes Personal Action Towards Health
- ◆ Elder Abuse Prevention & Education
- ◆ Flint Seniors Matter
- ◆ Gate Keeper Program
- ◆ Home Delivered Meals
- ◆ Home Injury Control
- ◆ Hurley Hip & Joint Replacement
- ◆ Independence by Choice
- ◆ In Home Services (Personal Care/Homemaker)
- ◆ Information & Assistance
- ◆ Keeping Independent Seniors Safe
- ◆ Kinship Caregivers
- ◆ Legal Services
- ◆ Long-Term Care Ombudsman
- ◆ Matter of Balance
- ◆ McLaren Health Plan Program
- ◆ Medicare/Medicaid Assistance Program
- ◆ Medical Nutrition Therapy
- ◆ Medication Management
- ◆ MI Choice Waiver Program
- ◆ Nursing Facility Transition Program (NFT)
- ◆ Oral Health Cleanings
- ◆ Outreach
- ◆ Options Counseling
- ◆ Personal Action Toward Health
- ◆ Respite
- ◆ Retired and Senior Volunteer Program
- ◆ Silver Sneakers Stability Program
- ◆ Valley Community Connect Program

Participant Testimonials

"I recommend Valley to all my friends who are in need of services."

"I would never have been this mobile without the exercise classes. I now have more balance and muscle tone. Doing the exercises has lifted my mood. I have also made many new friends."

"My caretakers are like family. VAAA has been such a blessing to me and my family. I recommend this program to everyone."

"Valley's program has given me a home and family. Not to mention, providing me with caregivers who take EXCELLENT care of me."

"I feel the effects of this class helps keep my body in better condition. The class is wonderful. Not only for physical exercise, but also social exercise...a good balance."

"I could not have done it without VAAA's assistance. I would have needed to move in with someone."



Senior Advocacy

2019 has been a busy year for advocacy. Yaushica Aubert, President and CEO, was invited to several meetings held by legislators to discuss and advocate for senior issues. During FY 2019, Ms. Aubert attended 1 community meeting, 2 round table meetings, and participated in several telephone conference calls with Governor Whitmer and her team regarding various senior issues as well as a round table discussion with Senator Peters regarding seniors and prescription drug challenges.

Ms. Aubert and Joe Massey, Chair of the VAAA Advisory Council, attended the N4A Legislative Policy Briefing in Washington DC. The 2019 national priorities were discussed. These priorities include: reauthorizing the Older Americans Act, investing in cost-effective aging at home and the community, and Improving health by addressing social determinants of health. There were also visits made to many of the state legislators where there was discussion regarding seniors and challenges they face.



Valley Area Agency on Aging has representation on the Michigan Senior Advocates Council (MSAC) that meets regularly, to speak with legislators in Lansing about senior citizen issues and concerns. Joe Massey is the 2019 representative for our agency. 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 also known as Region 5.

Region 5 also has two representatives who are members of the State Advisory Council on Aging (SACA). Each year, the Council is tasked with a special project that is used to provide some solutions to statewide issues. In 2019 the SACA published a report entitled Michigan Area Agencies on Aging: Innovative Practices Supporting Older Adults. The report speaks to best practices and innovative practices being done statewide within Area Agencies on Aging to support the Direct Care Workforce, Elder Abuse Prevention and Transportation. VAAA is honored to have dedicated volunteers that have participated in this advocacy project. VAAA participates annually in Older Michiganian's Day in

Lansing. In 2019, VAAA transported a record 75 seniors to 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: Rebalancing Medicaid Long Term Care, Support for Aging and Adult Services Agency (AASA), In-Home Services, Support for the Direct Care Workforce and Promote a Dementia Capable Michigan. Seniors and VAAA staff spoke with several legislators and/or their aides regarding senior issues and is proud to be a voice for the seniors in Region 5.



Our Annual Senior Power Day, held at Crossroads Village, continues to be a major advocacy event for VAAA. In 2019 over 2,400 tickets were sold. The State Platform (noted above) was shared with the attendees and several State and local officials were in attendance. 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.

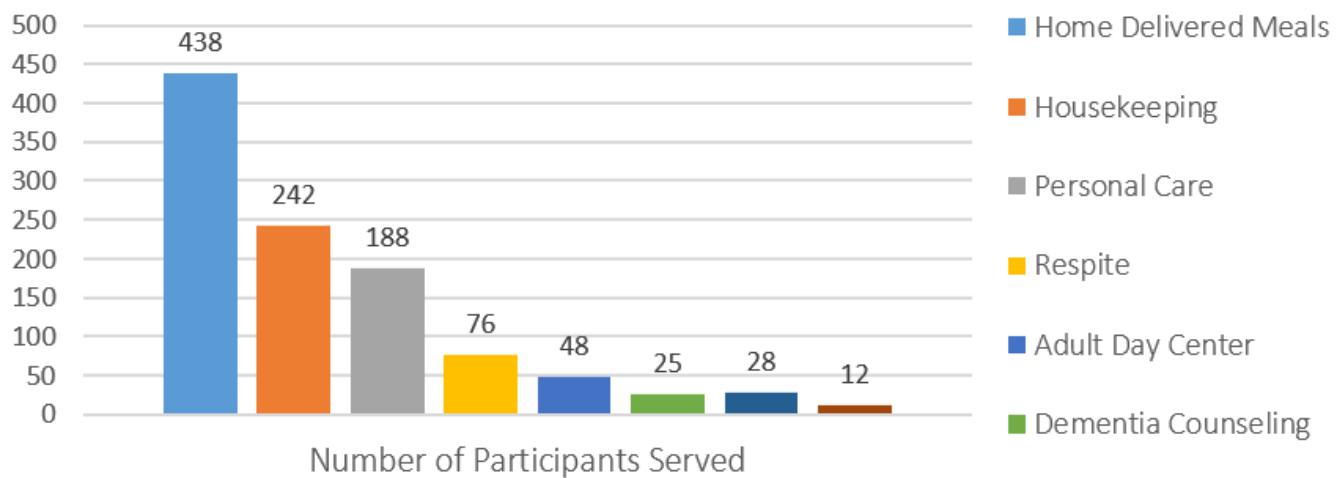
Genesee County Senior Millage Program at Valley Area Agency on Aging

October 2018 – September 2019 Fiscal Year

A partnership established in October of 2018 between Genesee County Office of Senior Services and Valley Area Agency on Aging was made in efforts to maximize efficiency in serving Genesee County Senior Citizens through Genesee County's Senior Millage program. The Senior Millage supports county residents 60 years and older, by providing in-home services, community resources and referrals. Senior Millage services include in-home assistance with home delivered meals, personal care, light housekeeping, adult day care and respite services, which offers reprieve to caregivers caring for seniors who require continual supervision within their home. The Senior Millage program also supports high-risk seniors, providing emergency aid for food and prescription co-pay assistance. Valley Area Agency on Aging assisted Genesee County Office of Senior Services by effectively managing new and incoming calls and referrals on the Genesee County Senior Millage Intake & Referral line, completing timely screenings and telephonic assessments and connecting individuals with the appropriate programs, services or resources.

At the conclusion of the October 2018 – September 2019 first fiscal year, the partnership between Genesee County Office of Senior Services and Valley Area Agency on Aging proved successful, adhering to Valley's commitment of "Assisting with All Things Senior." Valley Area Agency on Aging handled 6,155 millage calls and completed 1,406 new participant intakes. In total, Valley Area Agency on Aging referred over 1,000 Genesee County senior citizen residents to the Genesee County Senior Millage Program.

Referrals for Senior Millage Services



In addition to connecting county residents and incoming callers with the appropriate resources and services, Valley Area Agency on Aging assisted Genesee County Office of Senior Services in reducing and managing a wait list for Senior Millage services. At the start of the first fiscal year, Valley Area Agency on Aging acquired the active wait list for services with a duplicated total of 968 participants. In 2018, Valley Area Agency on Aging was able to reduce the wait list to only 31 participants awaiting Senior Millage services.

VAAA Programs & Services

Information & Assistance Services

The Information & Assistance (I&A) department provides answers and action for many of the problems and concerns facing our aging and disabled population. The I & A Department and Aging and Disability Resource Center (ADRC) is the front door for Valley Area Agency on Aging , our goal and intent is to provide answers for "All Things Senior." Valley Area Agency on Aging attended 365 Outreach events reaching more than 19,000 people: among the 19,000 attending those events there were 6,000 Caregivers reached through outreach events. There were approximately 1,600 referrals made for services on behalf of caregivers. During the 2019 fiscal year, 33,462 calls were received inquiring about services and programs available in the community. The data listed below reflect some of the requests received during the fiscal year as well as the greatest needs indicated by our seniors:

Call Type	# of Referrals	Greatest Needs identified by caller	# of Requests
Information	1,557	Home Delivered Meals	770
In Person Visit-Walk-In	9	Personal Care	575
MI Choice Waiver	394	Housekeeping Assistance	471
Care Management	288	In Home Assistance	427
Nursing Facility Transitions-NFT	260	Adult In Home Respite Care	196
Home Delivered Meals-HDM	1,094	Local Transportation	149
Gatekeeper-Consumers Energy	25	State Medicaid Waiver Programs	139
Crisis Intervention	82	Nursing Home Transition Financing Program	121
KISS Program	45	Care/Case Management	93
Care Transitions	1	Adult Day Programs	72
Flint Seniors Lives Matter Water Crisis	825	Medicaid	65
Referral	405	Prescription Medication Services	65
County Millage	994	Personal Alarm Systems	44
Housing for Elderly/Disabled	1	Area Agencies on Aging	42
Shelter Call	1	Medical Equipment/Supplies	36
		Home Maintenance and Minor Repair Services	33
		Assisted Living Facilities	25
		Medicare Information/Counseling	20
		Congregate Meals/Nutrition Sites	18
		Independent Living Communities/Complexes	17
		Low Income/Subsidized Private Rental Housing	14



Home

Valley Area Agency on Aging provided the following services to help participants remain in their homes.

Nursing Facility Transition Program
288 seniors assessed
74 placements made

Care Management
275 seniors received
1,274 hours of service

MI Choice Waiver
483 seniors received
410,011 hours of service



Nursing Facility Transition Program

provides transition assistance for those individuals residing in a nursing home who wish to return to community living.

Care Management

provides case management services for seniors who need assistance. Through the program, eligible participants receive the services of a nurse and a social worker that complete a comprehensive assessment at the person's home. Those served through Care Management do not financially qualify for the Medicaid Waiver program.

MI Choice Medicaid Waiver Program

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. The program provides a comprehensive array of services managed by a nurse and a social worker.

Before spinal surgery, Carolyn lived with her daughter, son-in-law, and their children. After spinal surgery, she was left unable to walk and was wheelchair bound. Returning to her home was almost impossible because of the many obstacles and lack of wheelchair access. Someone informed her about VAAA's Nursing Facility Transition program and she called immediately. After a thorough assessment of Carolyn's needs, the NFT program was able to

make the necessary modifications to the house making it possible for her to return and remain in the comfort of her home.

Home

Valley Area Agency on Aging provided the following services to help participants remain in their homes.

Since Katie has been receiving services from Valley Area Agency on Aging, she says she has improved not only physically but mentally and emotionally. She states VAAA has been a huge blessing to her and her daughter. VAAA has provided structure and consistency for her which has helped with her cognitive deficits. Katie said "I feel much safer in my own home." She also says that she is less lonely and more independent because she doesn't have to rely on family as much.

Katie reports that her outlook on life is much more positive and the time she spends visiting with family is more enjoyable. Katie and her family are beyond grateful for the services VAAA has provided. Katie's daughter, Raquel, said "I do not think my mom would be still living independently in her own home without the services of Valley Area Agency on Aging."



Personal Care & Homemaker Services
777 seniors received
15,020.75 hours of service

Home Delivered Meals
2,769 seniors received
777,725 meals

Medication Management
14 seniors were provided with 937 hours of medication management.

Home Injury Control
Assistive Devices & Technology
Personal Emergency Response System

88 seniors assessed
407 hours service

Crisis Intervention Program
50 seniors assessed
166 hours served

Case Coordination & Support
356 seniors received
2,965 hours of service



In Home Services - Personal Care

provides in-home assistance with activities of daily living (ADL) for an individual including assistance with bathing, dressing, grooming, toileting, transferring, eating, and ambulation.

In Home Services - Homemaker

provides routine household tasks to maintain an adequate living environment for older individuals with functional limitations. Homemaking tasks include, but are not limited to, laundry, ironing, meal preparation, shopping for necessity (including groceries), running errands and light housekeeping tasks (dusting, vacuuming, mopping floors, cleaning bathroom, kitchen, and making beds).

Home Delivered Meals (HDM)

provides low-cost, nutritionally sound meals to persons who have been properly assessed as physically or mentally incapable of preparing their own meals.

Medication Management

provides assistance in managing the use of both prescription and over the counter (OTC) medication. Includes face-to-face review of client's prescription, OTC, medication regime, use of herbs and dietary supplements, regular set-up of medication regimen, and monitoring of compliance with medication regimen. Also communicating with referral sources (physicians, family members, primary care givers, etc.) regarding compliance with medication regimen, and family/caregiver/client education and training.

Home Injury Control/Assistive Devices/ Personal Emergency Response Units

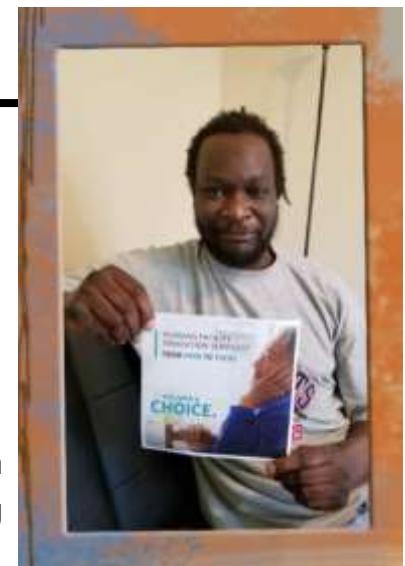
are programs for seniors that assess the need for devices to ensure safety and prevent falls and injuries in the homes.

Crisis Intervention Program

helps provide seniors care management, homemaking and/or personal care services for up to 3 months while they are recovering from a short-term health crisis.*

Case Coordination & Support

includes the assessment and reassessment of individual needs, development and monitoring of a service plan, identification of and communication with appropriate community agencies to arrange for services, evaluation of the effectiveness and benefit of services provided, and assignment of a single individual as the caseworker for each participant.



Robert recently had a below the knee amputation. After discharge from the hospital, he found himself in a rehab nursing facility. He

became nervous because just 2 weeks before his surgery, he became homeless. He had nowhere to go and no family members could help him. He met with VAAA staff and a plan was put into motion to find him adequate housing with furnishings for him to move into when he was discharged. Robert said Valley helped him find a second chance at life and that he will always remember what Valley has done for him.

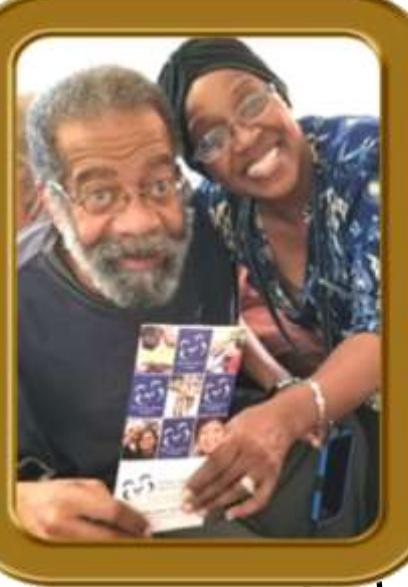
*Genesee County utilizes CCS funds for Crisis Intervention.

Caregivers

Valley Area Agency on Aging assisted caregivers care for their loved ones by providing the following services.

Anthony and his sister Melanie, went through a very difficult time when Anthony had a stroke that left him incapacitated. They had never experienced something like this and didn't know what to do or where to turn for guidance or assistance.

Before the stroke, Anthony had lived alone and was very independent. Soon he began to recover, he only wanted to go home. Upon discharge from a nursing facility, VAAA stepped in and helped him get assistance with his physical care, mobility, food, and much needed equipment. They both said that words cannot express how grateful they are to have received assistance from VAAA.



As a daughter & caregiver of an elderly parent, having someone come in and give the caregiver a little break is very important because if not, the caregiver would eventually need care. As the patient needs more, we have to provide more of ourselves to them and still be able to take care of ourselves.

Client quote

Home Respite
127 caregivers received 15,001 hours of respite

Kinship Respite
29 individuals received 1,670 hours of respite

Creating Confident Caregivers & Powerful Tools for Caregivers
60 attended and 60 graduated the program

Caregiver Training
218 clients were given 874 hours of training

Adult Day Care
40 seniors were provided with 14,433 hours of service



Home Respite/Kinship Respite

provides short-term relief for primary caregivers. It can be arranged for just an afternoon or for several days or weeks.

Creating Confident Caregivers is a six-week program for family caregivers of persons with dementia who are living at home. It is designed to provide knowledge, skills, and information to improve caregiving for both the caregiver and the person who has dementia.

Powerful Tools for Caregivers teach caregivers the skills to take care of themselves while caring for someone else. By taking care of their own health and well-being, they become a better caregiver. Six class sessions held once a week are led by experienced class leaders.

Caregiver Training

is provided to improve or maintain the health and wellbeing of a family caregiver and the quality of care they provides to the patient.

Adult Day Care

is utilized to relieve the caregiver or their duties for the day while ensuring that the care recipient will still receive the proper care in a safe, friendly environment.



**Caregiving often calls us
to lean into **love**
we didn't know **possible**.**

—Tia Walker, author

I recently became caregiver to my aging parents. I did not know the extent of what caregivers go through until now. I have learned, from caregiver classes through VAAA, that I need to be sure to take extra good care of myself so that I am able to care for them. Thank you for offering caregiving classes to help those of us in need.

Client quote

My name is Elizabeth and I live out of state but my parents reside in Flint, Michigan. I wanted to thank VAAA for arranging a caregiver for my parents. I cannot be there for them but it eases my mind knowing that they are well taken care of! Thank you Valley Area Agency on Aging!

Client quote



Community

Valley Area Agency on Aging provides community support by offering the following programs.



Matter of Balance Class

100 attendees

Arthritis Foundation

Exercise Program

202 attendees

Diabetes Personal Action

Toward Health

41 graduates of the program

SilverSneakers Classes

577 classes provided to 248 seniors

Keeping Independent Seniors Safe

138 seniors currently enrolled

Retired & Senior Volunteer Program

231 volunteers since inception

Medicare/Medicaid Assistance

4,571 unduplicated clients were counseled by 19 volunteers



Outreach

19,001 individuals at 365 events

Information & Assistance Program

33,462 individuals served

Senior Oral Health Cleanings

187 seniors received no cost oral cleanings

Educational Workshops

14 educational workshops were provided and 499 individual's attended them

Matter of Balance Classes

are designed to reduce the fear of falling and increase activity levels of older adults who have concerns about falling.

Arthritis Foundation Exercise Program

is a low-impact activity program proven to reduce pain and decrease stiffness.

Diabetes Personal Action Toward Health

is a program designed to benefit adults with Type 2 Diabetes but family members, friends, and caregivers are also encouraged to attend. The workshop includes exercise, nutrition, relaxation, and pain management.

SilverSneakers Stability

is a low-impact exercise class that is designed to reduce pain and stiffness while keeping your joints flexible and muscles strong. This class specifically targets your balance skills.

Keeping Independent Seniors Safe

is a no cost telephone reassurance program for older adults who live independently and want to feel safer and more secure. Callers know that when the participant is reached by phone that everything is okay. If a participant is unable to be reached, steps are taken to notify their emergency contact and if the contact is unreachable, local law enforcement is asked to do a wellness visit.

Retired & Senior Volunteer Program

RSVP matches volunteers age 55 and over with local organizations, giving the senior countless opportunities to make a difference. RSVP is part of the national program, Senior Corps and statistics are reported on national level.

Medicare/Medicaid Assistance Program

MMAP counselors aid seniors with enrollment in Medicare prescription drug plans, Medigap plans, and Medicare Advantage plans. They also reach many seniors at outreach events by spreading the word and giving out materials to help keep the community up to date on Medicare changes as well as providing clients with education regarding Medicare/Medicaid fraud and abuse through the Senior Medicare Patrol (SMP) Program.

Outreach

Outreach events provide information about services available through VAAA. Events are held in communities at parks, libraries, senior centers, or community centers. Staff meet face to face with the public while distributing resource materials.

Information & Assistance Program

The Information & Assistance Program provides answers and action for many of the problems and concerns facing our aging and disabled population.

Senior Oral Health Cleanings

Through partnership with Mott Community College Dental Hygiene Clinic, oral cleanings are provided to seniors in need.

Educational Workshops

were provided by Valley Area Agency on Aging throughout the community, on various topics including Memories Matter, Caring for a Loved One with Dementia, What is Power of Attorney?, Cooking for One, Senior Nutrition, Food Safety at Home, and What is Diabetes?.



Community

Valley Area Agency on Aging provides community support by offering the following programs.



Congregate Meals
122,162 meals served
to 2,501 seniors



Legal Assistance

1,134 seniors were given
1,810 hours of assistance

Elder Abuse Prevention

1,068 individuals were trained
at 160 prevention sessions

Long Term Care Ombudsman

2,558 referrals

1,726 seniors served

Independence by Choice

2,241 hours were served
to 517 seniors.



Art Therapy
148 seniors participated
in art therapy
and 104 completed
the program.

Flint Seniors Matter
15,000 seniors
were served

Congregate Meals

Congregate meals are meals served in group settings to people who are at least 60 years of age. Meals are served 5 to 7 days a week. The meals are healthy and designed to meet the nutritional needs of adults 60 and over.

Legal Assistance for Seniors

helps to ensure the independence and dignity of seniors by protecting their legal rights through education, counseling, and advocacy.

Elder Abuse Prevention

An elder abuse specialist provides public education, outreach, and referral services with respect to the prevention of abuse, neglect, and exploitation of older adults.

Long Term Care Ombudsmen

are advocates for residents of nursing homes and assisted living facilities. Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems. Ombudsmen address complaints and advocate for improvements in the long-term care system.

Independence by Choice

is a multi-level intervention process used to assist area seniors 60 or older. It enhances the Agency's in-home care program outcomes by reducing long waitlists and increasing the number of seniors served.

Flint Seniors Matter

is a program developed to focus on the many needs of seniors affected by the Flint Water Crisis. Several outreach events were held and information was given in the form of face to face contact, brochures, etc.

Art Therapy

programs provide counseling that help seniors self-identify stress, depression, loss, hoarding, and other cognitive and psychological challenges. VAAA has also partnered with the Flint Institute of Arts to provide opportunities for seniors to learn and participate in activities related to art.



Fiscal Year 2019 Summary

REVENUE	
Federal Grants	\$10,549,310
State Grants	7,035,482
Private Grants	467,440
Local Match	22,000
Other Local Grants and Revenue	118,041
Interest Income	18,374
Unrealized Gain on Investments	117,580
Total Revenue	\$18,328,227

State Aging Network	61,883
State Respite	106,492
State Caregiver Support	22,503
Targeted Care Management	14,450
MI Choice Medicaid Waiver	10,437,823
Nursing Facility Transfers	245,318
Veterans Administration	19,824
Tivity SilverSneakers Outreach	155,357
Genesee County Millage Information and Assistance, Intake & Referral	65,670
Medicare/Medicaid Assistance Pg.	61,429
Retired & Senior Volunteer Program	135,789
Water Crisis	212,324
Keeping Independent Seniors Safe	35,691
Crisis Intervention	41,833
Other Local Grants	137,805
Total Expenditures	\$ 17,166,724
Support & Revenue in Excess of Expenditures	\$ 1,161,503



Fiscal Year 2019 Resource Development

VAAA endeavors to supplement its programs with additional funding and continues to receive federal and state funds which are earmarked for senior programs.

A total of \$1,123,588 was received in Region 5 in FY 2019.

Contributor	Amount	Purpose
Michigan Department of Health and Human Serv.	\$ 309,148	NFT Non-Waiver Expenditures (formerly CMP)
Michigan Department of Health and Human Serv.	\$ 200,000	Flint Senior Lives Matter Grant (Flint Water Crisis)
Tivity Health Services, L.L.C.	\$ 200,000	SilverSneakers Stability Outreach
Genesee County Millage	\$ 65,000	Information & Assistance Intake Service
Corporation for National & Community Services (CNCS)	\$ 63,144	Retired and Senior Volunteer Program (RSVP)
Medicare/Medicaid Assistance Program (MMAP)	\$ 59,709	Assistance with Medicare/Medicaid
McFarlan House	\$ 22,500	Crisis Intervention Program
McFarlan House	\$ 22,500	Retired and Senior Volunteer Program (RSVP)
City of Flint	\$ 40,000	CDBG Grant - Home Delivered Meals
Aging and Adult Services Agency (AASA)	\$ 33,659	Retired and Senior Volunteer Program (RSVP)
Region VII Area Agency on Aging	\$ 25,428	Community Care Transitions
The United Way of Genesee County	\$ 17,430	Keeping Independent Seniors Safe (KISS)
Aging and Adult Services Agency (AASA)	\$ 14,450	Targeted Care Management
Area Agencies on Aging Association of Michigan (AAAM)- Michigan Health Endowment Fund	\$ 12,324	Flint Water Crisis
Genesee County Millage	\$ 10,400	Home Delivered Meal Provider Assessments
Tivity Health Services, L.L.C.	\$ 7,244	SilverSneakers Stability Exercise Program
Medicare	\$ 6,741	Medical Nutrition Therapy (MNT)
American House Foundation	\$ 5,000	Senior Assistance Grant
The United Way of Genesee County	\$ 3,500	State Innovative Model (SIM) Pilot Program
McLaren Community Health	\$ 3,410	Community Health Worker Program
Hurley Medical Center	\$ 998	Care Transitions Program and Comprehensive Care for Joint Replacement
Valley Community Connect (Private Pay)	\$ 901	Personal Emergency Response System
Private Pay	\$ 102	Divestment Program

*Resource Development dollars are included in revenue.

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Catalyst Healthcare

Hamilton Community Health Network

Molina Healthcare of Michigan

Bronze Sponsor (\$1,000 per year)

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Genesee Health System

Hamilton Community Health Network

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Mass Transportation Authority

McLaren Flint

McLaren Health Plan

Mercy Plus Home Healthcare

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Reformation Home Health

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2019 Service Providers

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A Change of Seasons, Inc.
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Addington Place of Grand Blanc
Advisacare Healthcare Solutions, Inc.
Aiding Hearts, LLC
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Alzheimer's Association
American House North
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Hispanic Service Center
Home Care Alternatives
Kirk's Family Pharmacy
LaJoy F.I. Inc.
LaJoy Group Inc.
Lakeshore Legal Aid
Lapeer County Health Senior Pgms.
Legal Services of Eastern Michigan
Lifeline Systems
The Lodge of Durand Memory Care
Mass Transportation Authority
Maxim Healthcare Services, Inc.
McFarlan Home
Memorial Assisted Living
The Medical Team, Inc.
Mercy Plus Healthcare
Metropolitan Housing Dev. Corp.
Monarch Garden, Inc.
National Kidney Foundation of MI
Olive Branch Senior Assisted Living
Oliver Woods Retirement Village
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PNS2, Inc.
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Mom's Meals
Redwood Inc.
Reformation Home Health
Right at Home
Rockwell Assisted Living
Rose Pest Solutions
Rudy's Lawn & Snow Service
Safe Hands Warm Hearts, Inc.
Serenity3 Home Health, Inc.
Shiawassee Area Transportation Agency
Shiawassee Council on Aging
Sobak's Home Medical, Inc.
Spartan Healthcare Staffing Services
STAT Emergency Medical Services
Sugarbush Living, Inc.
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**This Annual Report is
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*Ron Elder for nine years of
service as a member of Valley
Area Agency on Aging's (VAAA)
Board of Directors*

*Joyce Thatcher for
twelve years of service to
VAAA's Advisory Council*

*Susan Wagner for over eleven
years of service with VAAA's
Home Delivered Meals Program*

**Thank you for all your many
years of dedicated service to
Valley Area Agency on Aging.**



**Valley Area
Agency On Aging**
*Answers, Action, & Advocacy
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