

# *Annual Report*

2022



**Valley Area  
Agency On Aging**

Answers, Action & Advocacy  
for **All Things Senior**

# Valley Area Agency on Aging

Valley Area Agency on Aging (VAAA) provides Action, Advocacy, and Answers on care for elderly and disabled adults of Genesee, Lapeer, and Shiawassee counties, by enhancing lives, empowering choice, sustaining independence and supporting caregivers and families.

## 2022 Board of Directors



1st row: Catherine Metz, **Chairperson**; Henry Allen, **Immediate Past Chair**; Commr. Marlene Webster, **Vice Chairperson**; Judith Garza, **Secretary**; Barbara Mercer, M.D., **Treasurer**; Marla Dais; Bonnie Kavalunas; 2nd row: William McLean; Sandra Michalek; Commr. Brenden Miller; Jacquinne Reynolds, Ph.D; Glenn Wilson; Commr. Charles Winfrey

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## 2022 Advisory Council



1st row: Joe Massey, **Chairperson**; Tamitha Taylor, **Vice Chairperson**; Kelly Bales, **Secretary**; Glen Clemence; Antonio Davies; Lawrence Donnelly; Deborah Holmes;  
2nd Row: Pamela Koutouzios; Gloria McCracken; Gary Putinsky; Elizabeth Robinson; Leslie Skolarus, M.D.; Loraine Travis



# VAAA Annual Report

## For FY 2022

**Region 5 - Genesee, Lapeer and Shiawassee Counties**



Valley Area Agency on Aging (VAAA) has entered into FY 2023 with a renewed resolve and commitment to develop, provide and promote quality services for our elders. Programs that help our frail elders remain in their homes and age in place with grace, that promote independence, dignity, and that keep seniors, caregivers, our partners, providers, and our team as safe and healthy as possible will remain a priority. Commitment, pride, perseverance, dedication, and duty - I am honored to be a part of a network whose primary goal is to serve those who raised us and who now need us. We remain advocates, focused and determined, to be a resource for our beloved elders, persons living with disabilities, and their caregivers. We salute you.

The VAAA team continues to amaze me with their accomplishments during tumultuous times. Continued pandemic issues, especially understaffing in healthcare, have placed limitations on services. Those limitations have not stopped VAAA from achieving the following goals in FY 2022:

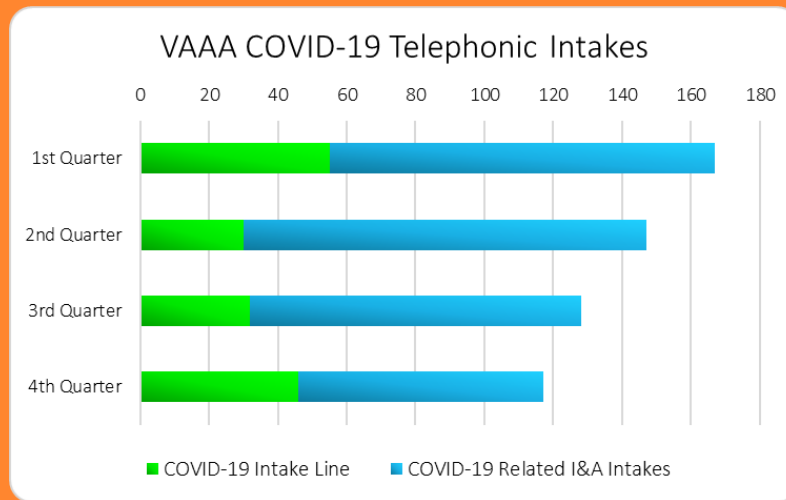
- Continued dissemination of Personal Protection Equipment (PPE) to the community and the provider network.
- Added new programming, such as Chatting Helps Aging Adults Thrive (CHAAT), to seniors suffering from social isolation.
- Expanded our volunteer base and Retired Senior and Volunteer Program (RSVP).
- Strengthened our cyber security by adding a new server operating system, A two-Factor Authentication (2FA), and several other layers of security and firewalls.
- Implemented Geo-targeting Marketing for VAAA programs and team recruitment.
- Added X-Medius, a Digital Cloud-based Fax System, which was continually utilized, resulting in no electronic referrals being missed in FY 2022.
- Developed, produced, and recorded a NNICE COVID-19 vaccine promotional video utilizing key leadership throughout Genesee County.
- Recouped over \$105,000 through VAAA's Fraud, Waste, and Abuse Program.
- Partnered with the Michigan Department of Health and Human Services (MDHHS) to develop a Direct Care Worker Statewide Registry.

Many thanks and appreciation to our community, provider network, partners, caregivers, and senior stakeholders for your diligence, resilience, dedication, and commitment to those we serve.

# VAAA FY 2022 COVID Response

Valley Area Agency on Aging continued its efforts to keep our community safe and provide updated education and information regarding COVID-19 in FY 2022. VAAA continued its COVID-19 hotline to:

- Assist callers with scheduling their vaccine or booster shots
- Schedule vaccines/boosters for any homebound senior
- Provide testing locations/information
- Provide vaccine/booster locations & resources
- Give focused and updated information for COVID related questions



Additionally, VAAA continued to be a source of Personal Protection Equipment (PPE) for our region. Our team maintained a stock of hand sanitizer, masks, disinfectant cleaner, shoe covers, face shields, gloves, and more. There were over 30,000 pieces of PPE distributed in FY 2022.

Valley Area Agency on Aging will remain a means of community and senior support in Genesee, Lapeer, and Shiawassee Counties in FY 2023 and beyond regarding COVID resources, partnerships, and supplies (as available).



# 2022 VAAA Services

- Adult Day Services
- Art Therapy
- Arthritis Foundation Exercise Program
- Care Management Programs
- Care Transitions
- Caregiver Training and Education Programs
- Case Coordination & Support
- Chatting Helps Aging Adults Thrive (CHAAT)
- Congregate Meals
- Creating Confident Caregivers
- Crisis Intervention Program
- Diabetes Personal Action Towards Health
- Elder Abuse Prevention & Education
- Flint Senior Lives Matter
- Gatekeeper Program
- Health & Wellness Programs
- Home Delivered Meals
- Home Injury Control
- Independence by Choice
- In-Home Services (Personal Care/Homemaker)
- Information & Assistance
- Intake & Referral for Genesee County Office of Senior Services
- Keeping Independent Seniors Safe (KISS)
- 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 Services In-Home & Out-of-Home
- Retired and Senior Volunteer Program (RSVP)
- Silver Sneakers Stability Program
- Telehealth

# Senior Advocacy

Residual challenges due to the pandemic continued to remain a high priority in FY 2022, specifically, the Direct Care Worker (DCW), Social Worker, and Registered Nurse (RN) shortages. These were high advocacy issues locally, statewide, and nationally. Ensuring seniors have qualified healthcare professionals providing the best care possible is pivotal to being able to age in the community. Valley Area Agency on Aging (VAAA) and the Area Agency on Aging Association of Michigan (4AM), remained vigilant in advocating for increases in funding for the Direct Care Workers, as they are often underpaid, have little to no insurance, and have little training to provide formal care to our elders and persons living with disabilities. VAAA began the process of working with the Michigan Department of Health and Human Services (MDHHS) to develop a DCW statewide registry – an online tool so that DCWs looking for work can sign-up and be accessed by providers, or individuals who need employees/assistance. The project began the planning stages in 2022, and details will be forthcoming in FY 2023.

VAAA is also excited to report that our major advocacy event, Senior Power Day (SPD), held at Crossroads Village, resumed on May 25, 2022, and is a major advocacy event for VAAA. There were over 1,100 attendees, 32 sponsors, and 8 elected officials/representatives in attendance. Along with providing resources to seniors, caregivers and persons living with disabilities, VAAA also provided information regarding state and national issues that could directly impact their lives. As a result, VAAA collected 155 advocacy letters from SPD attendees regarding: Supporting and Strengthening the Direct Care Workforce, Rebalancing Community-Based Long-Term Services and Supports, Expanding Access to MI Choice, and increasing the capitation rate. The letters were sent to all state legislators that represent Genesee, Lapeer, and Shiawassee Counties.

Older Michiganiaan's Day (OMD) resumed on the lawn of the Lansing Capital, although on a much smaller scale due to the pandemic. VAAA took a four-person delegation to OMD to speak with elected officials regarding senior needs in our community and to share the 4AM platform. VAAA also distributed over 1,000 state platforms educating seniors/caregivers on those 4AM priorities.

The VAAA Board of Directors and Advisory Council sent correspondence to Legislators regarding Opposing SBs 597 & 598 that would shift the Medicaid financing and managed care functions from the public PIHP system to private Medicaid Health Plans; Increasing funds to Older American's Act (OAA) programming; Disputing a reduction in the MI Choice Wavier Capitation rate. Some results: Increases in both the MI Choice capitation rate and OAA funding. Although the increases do not keep up with the large cost of living increases or the growth of the senior population and their needs, it was still an increase. Advocacy does work!

Yaushica Aubert, President & CEO of VAAA, remains active in the community and a strong advocate for the rights and services of elders. In FY 2022, Mrs. Aubert attended the National Legislative Briefing in Washington DC with Advisory Chair Joe Massey, the Community Leaders Pre-briefing Gov. State of the State Address, the Virtual President Biden Press Leadership summarizing the Building Back Better (BBB) Initiative, the Press Conference with Sen. Stabenow regarding passage of medication policy reform, the Virtual Roundtable Caregiver Caucus discussion with Rep. Dingell/Rep. Kuppala/Rep. Young.

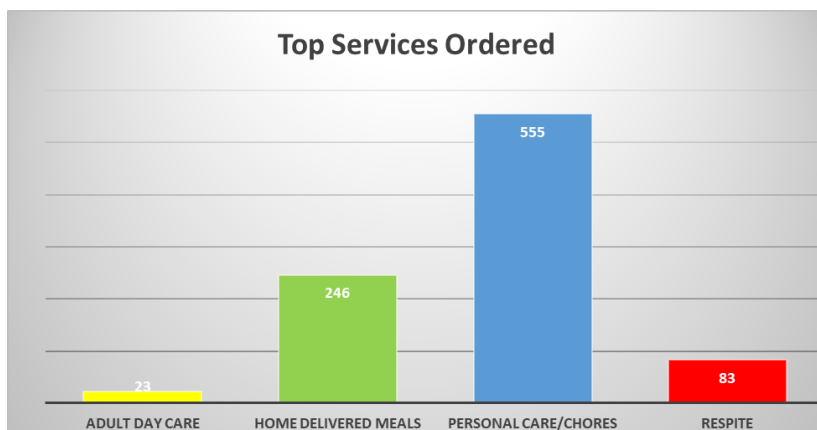
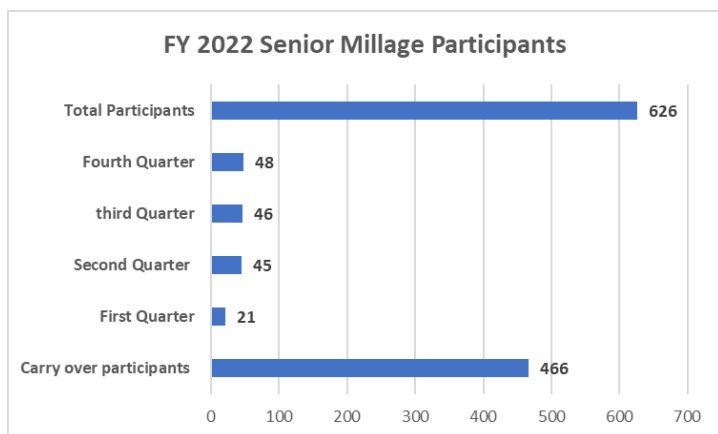
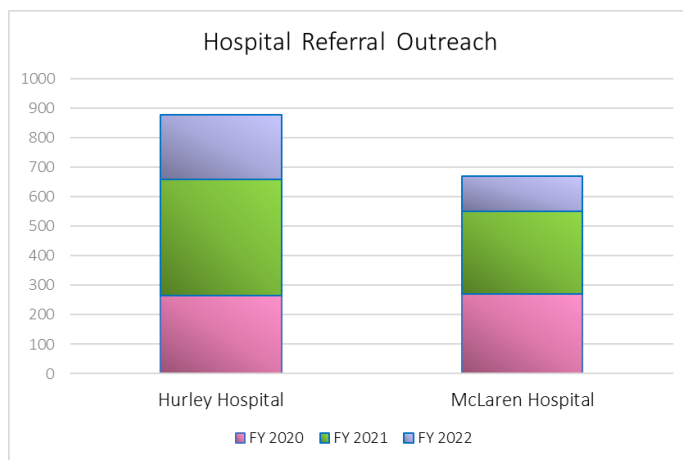
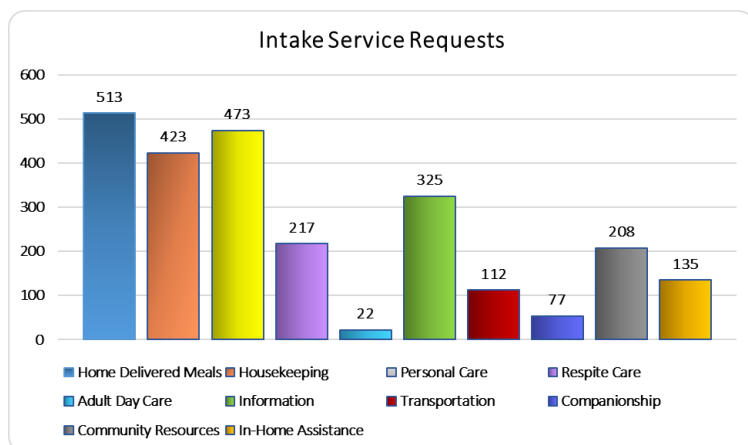
Additional advocacy efforts in 2022 include: Twenty-seven Advocacy Alerts emailed to everyone on the VAAA email listings – over 250 people and organizations, attendance at the Press Conference with Rep. Kildee regarding Open Enrollment & Medicare expansion coverage, held four focus groups and two public hearings to receive public feedback regarding 2023-2025 Multi-Year Plan funding/service priorities, and several individual meetings with MDHHS to advocate for enhancements to the MI CHOICE Waiver Program.

VAAA will continue to remain active when advocating for the betterment of our elders. VAAA will vigilantly speak for community support 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 2022 - September 2023 Fiscal Year

The Genesee County Senior Millage Program continued its fourth year at Valley Area Agency on Aging. Senior Millage services include home-delivered meals, in-home personal care, light housekeeping, adult day care, and respite services, which offer reprieve to caregivers caring for seniors who require continual supervision within their home.

The partnership between Genesee County Office of Senior Services and Valley Area Agency on Aging began in 2018, acquiring Genesee County's Senior Millage Intake & Referral contract. Starting in January 2020, the Genesee County Millage partnered with Hurley & McLaren Hospitals to further reach our senior population. The continued collaboration has reached over 1,500 Genesee County senior citizens. Every senior who arrives at one of the Millage-partnered hospitals will receive a bedside visit from a Valley social worker. Our staff members can make agency referrals directly, conduct pre-screening assessments, and connect them with community resources to aid in their transition back into the community. In fiscal year 2022, we expanded our partnership with the Office of Senior Services, acquiring the assessment and case management services provided to our Genesee County residents.



# HOME

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

## Nursing Facility Transition Program (NFT)

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

**100** Nursing Facility Residents Served

**40** Transitioned to Community Living

## MI Choice Medicaid Waiver Program

The MI Choice Waiver Program allows seniors and persons living with disabilities the opportunity to age in the community setting of their choice, and at a much lower rate than in institutions such as Nursing Facilities. The average cost of Nursing Facilities is approximately \$208.50 per day. VAAA provided services (via the MI CHOICE waiver program) to nursing home level of care participants at an average cost of \$71.46 daily.

**565** Seniors received **424,793** hours of service

## Crisis Intervention Program

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

**27** Seniors received **179** hours of service

\*Genesee County utilizes CCS funds for Crisis Intervention.

## In Home Services Personal Care/Homemaker

provides in-home assistance with activities of daily living (ADL) for an individual including assistance with bathing, dressing, grooming, toileting, transferring, eating, and ambulation, and 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 necessities (including groceries) running errands, and light housekeeping tasks (dusting, vacuuming, mopping floors, cleaning bathroom, kitchen, and making beds).

**450** Seniors received **46,826** hours of service

## 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 of the person's home. Those served through Care Management do not qualify financially for the Medicaid Waiver program.

**256** seniors received **1,584** hours of service



# HOME

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

## Medication Management

provides assistance in managing the use of both prescription and over-the-counter (OTC) medication. Includes a face-to-face review of client's prescription and OTC medication regimes, 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 caregivers, etc.) regarding compliance with medication regimen, and family/caregiver/client education and training.

**10** seniors were provided with  
**526.5** hours of medication management

## Home Injury Control Assistive Devices & Technology Personal Emergency Response Units

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

**92** seniors were assisted  
**2,316** hours of service



## 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.

**128** seniors received  
**1,346** hours of service

## 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.

**2,610** seniors received  
**713,413** meals





# Caregiver

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

## Creating Confident Caregivers (CCC)/Savvy Caregiver Program Developing Dementia Dexterity (DDD)

CCC is a six-week, two hours each week program for family members caring for a loved one with dementia and/or memory loss. Two-hour sessions held once a week are led by a dementia care specialist. In this program, caregivers will learn about dementia and its effects on the brain, caregiver resources in Region 5, managing difficult behaviors, improving caregiving skills, handling everyday activities more easily, and taking care of themselves to better care for their loved ones. Class is provided in person or via Zoom.

DDD is a shortened version of CCC and is provided via Zoom; and is a three-week, 90 minutes each week program for family members caring for a loved one with dementia and/or memory loss. The 90-minute sessions each week are led by dementia care specialists. In the program, caregivers will learn what dementia is, how to deal with difficult behaviors, and how to incorporate family and local resources into their daily caregiving.

For these two classes, **102** caregivers were assisted in FY 2022. Surveys were given to each caregiver after the class. Those who completed the survey report: **89.7%** of caregivers felt the program was relevant to their situation, **92%** would recommend the class to other caregivers, **92.2%** of the caregivers felt more capable as a caregiver after completing the class, and **89.9%** felt the program provided useful knowledge about dementia and caregiving strategies.

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### Adult Day Care

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

**9** seniors were provided with  
**2,960** 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.

Home Respite:

**87** caregivers received  
**7,699** hours of respite.

Kinship Respite:

**26** individuals received  
**1,584** hours of respite



# Community

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

### A Matter of Balance (MOB)

A Matter of Balance is an eight-week class for up to two hours each week. It is designed to reduce the fear of falling and increase activity levels of older adults who have concerns about falls. During the eight weeks, participants learn 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. Half an hour of exercise begins the third session and continues through session eight. Class is provided in person or via Zoom. There were **64** graduates of this program in FY 2022. Surveys were given to each participant at the end of the program. Of those who completed the survey: **68%** are very sure that they can get up if they fall, **51%** are very sure they can find a way to reduce falls, and **62%** are very sure they can increase their physical strength.

The participants were also asked what changes they have made in their homes as a result of taking MOB. Examples include getting rid of small rugs, organizing their home, being more aware of what is in their home, wearing shoes that do not slide, and have updated their grab bars and lighting in their home. Additionally, they feel better getting around, plan to follow exercises to gain strength, and have increased stretching.

### Arthritis Foundation Exercise Program (AFEP)

AFEP is an eight-week program, or it can be ongoing. It is for one hour once or twice a week. The AFEP is a low-impact activity program proven to reduce pain and decrease stiffness. The routines include gentle range-of-motion exercises suitable to every fitness level and ability. AFEP classes may be taken either standing or sitting in a chair. In class, participants use weights, thera bands, balls, etc. AFEP is a SilverSneakers Flex Program. This class is provided in person, via Zoom, or hybrid. **152** surveys were collected. The results are as follows: **66** participants have participated in AFEP for more than 12 months, median age is **72** years old, **55%** increased their strength, and **63%** increased their flexibility as a result of AFEP classes, and **232** Registered SilverSneakers members attended the classes. There were **186** graduates in FY 2022.

### SilverSneakers Stability-Flex Program

Stability is a class designed to help you become stronger and improve balance. The movements taught in class focus on specific exercises to improve strength and power around the ankle, knee, and hip joints while improving your reaction time. This class is designed for fall prevention and is suitable for nearly every fitness level. It can be adapted depending on the skill of individual participants. A chair may be used for balance and support. The class is provided in person, via Zoom, or hybrid. In FY 2022, there were **72** surveys collected. The results are: **93%** of the participants were female and **6%** were male, **33%** felt in the past six months, their strength had increased and **33%** felt their strength stayed the same. In the past six months, **44%** felt their flexibility increased and **44%** felt their flexibility stayed the same with no one's flexibility decreasing, **88%** stated that by participating in SilverSneakers Stability, they reduced their feelings of being alone and isolated. Sixty-eight (**68**) SilverSneakers members were registered and attended an in person and/or virtual Class. In FY 2022 there were a total of **89** seniors that participated in classes.

# Community

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

## Diabetes Personal Action Toward Health (DPATH)

DPATH is a six-week, 2 1/2 hours each week program. It is designed to benefit adults with Type 1 and 2 Diabetes and Pre-Diabetes. Family members, friends, and caregivers are also encouraged to attend the workshop. The self-management workshop provides ways to take control of diabetic conditions through problem solving and action plans. Topics covered include exercise, nutrition, relaxation, and pain management, health promotion, talking with your doctor, foot care, etc. This class is provided in person, via Zoom or hybrid. In the workshop, participants learned many self-management tools. The tools they stated they will continue to use were meal planning, stress reduction exercises, and label reading. After taking the workshop, **37.5%** were more confident they could manage their diabetes, **50%** rarely felt lonely or isolated. In FY 2022 there were **16** graduates of the DPATH program.

## Senior Oral Health Cleaning

Senior Oral Health Cleanings are offered through our partnership with the Mott Community College Dental Hygiene Clinic, where oral cleanings are provided to seniors in need. In FY 2022, **13** senior oral health cleanings were completed. Due to Covid-19, the Mott Community College dental health clinic was not open to public cleanings until August 2022. Thirteen surveys were completed, and the results are as follows: **100%** said that the free program helped them obtain an oral cleaning that they may not have been able to obtain on their own, **100%** felt the dental hygiene students were knowledgeable about services to be performed, received in-depth education, and felt comfortable continuing to go to Mott Community College Clinic in the future.

## Medicare/Medicaid Assistance Program (MMAP)

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.

**1,217** hours were spent assisting **1,142**

clients during open enrollment

Part D savings were **\$626,431**

**3,168** clients were counseled by **11**

volunteers in FY 2022

## Outreach

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

**124** outreach events

**3,041** total attendees

# Community

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

### Keeping Independent Seniors Safe (KISS)

KISS is a no cost telephone reassurance program for older adults who wish to live independently and want to feel safer and more secure in their own home. Callers verify the participant's well-being with daily phone calls M-F. If a participant is unable to be reached or is not feeling well, steps are taken to notify their emergency contact. If the contact is unreachable, local law enforcement is asked to conduct a wellness visit. In FY 2022, **82** seniors were served. The results of the FY 2022 surveys are: **76%** of participants said they had feelings of loneliness before enrolling in KISS, **91%** stated they felt less lonely being in the KISS program. Before joining KISS, **68%** said they sometimes felt unsafe in their home, after joining KISS, **95%** said they felt safer in their homes due to daily contact with their KISS caller. **89%** agreed that being in the KISS program is helping them live independently, and **96%** of the participants enjoy socializing with their KISS caller.

### Chatting Helps Aging Adults Thrive (CHAAT)

CHAAT is a program that helps reduce feelings of loneliness and social isolation for adults age 60+. Volunteers call clients a minimum of once per week, for a duration of 15-20 minutes each call, to provide friendly phone visits. If needed or desired, clients can receive more than one call per week. Volunteers engage clients in life review and provide a social outlet to seniors who feel isolated. In FY2022, **53** seniors received phone calls from **24** senior volunteers and **11** inter-generational volunteers. Surveys were sent to the participants and the results show that before joining the CHAAT program, **75%** said they felt lonely and isolated, but since joining CHAAT, **100%** said they felt less lonely and isolated. **100%** of the participants reported enjoying the socialization and felt that their CHAAT caller was friendly and courteous.

### Retired & Senior Volunteer Program (RSVP)

RSVP matches volunteers aged 55+ with local non-profit organizations, providing seniors countless opportunities to make a difference right in their own communities through civic engagement. RSVP is part of the National Service Program "AmeriCorps Seniors", where impact statistics are reported bi-annually on a national level. RSVP Volunteers provided Telephonic Reassurance by providing daily well-being checks for the KISS program and weekly socialization calls to alleviate feelings of social isolation for the CHAAT program.

Volunteers also provided transportation to out-of-county wellness appointments using their own vehicle, and veterans and/or their spouses to medical appointments out-of-town using a company van; provided assistance with food prep, cooking and serving hot meals for those in need; picked up unsold pizza from Little Caesar's across the service area and delivered them to the Food Bank for distribution to homeless shelters; and provided tutoring/mentoring with adults working on their High School Completion or GED. In 2022 there were **137** active volunteers.

### Independence by Choice (IBC)

Independence by Choice (IBC) is a process used to assist individuals who are 18 or older and are legally deemed disabled by the State of Michigan or Social Security and seniors 65 or older. An in-home prescreening is completed to determine what resources/programs may be available in the community. During this prescreening, rapport is built, resources and information may be provided, and a Medicaid application may be completed. This process helps reduce long wait list and increases the number of individuals served. A total of **110** seniors received **863** hours of service in FY 2022.

# Community

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

## Art Therapy

The Art Therapy team started a new venture, using Zoom for FY 2022. Seniors now face double crises with the water and COVID-19 pandemic. Resources for free bottled water are steadily declining. Seniors are using art therapy to reduce stress due to limited access to free bottled water, limited ability to visit outside of their residence, cope with unintended isolation, and unexpected depression. During FY 2022, we were able to present our classes in several different locations as well as telephonically. Of the seven locations, four classes were presented via Zoom. Using Zoom allowed the seniors to experience the program while remaining safe at home. We were able to complete 12 groups of Art Therapy, having over 200 participants who enrolled in the program. Of that 200, 91 participants completed the program.

Since October 2022, the Flint Senior Lives Matter Project has provided coloring books and art supplies, Zoom art therapy and in person opportunities to more than 200 residents. The following are the results of their participation over the past four weeks: 33% showed a reduction in feelings of sadness, anxiousness, stress, and desire for social support. After completing the sessions, 47% had a decrease in feelings of isolation, loneliness, and the need for companionship.

## 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 how to get quality care. They are trained to resolve problems. Ombudsmen address complaints and advocate for improvements in the long-term care system.

1,675 seniors were given

1,741 hours of assistance.

## Legal Assistance for Seniors

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

764 seniors were given

2,086 hours of assistance

## Flint Senior Lives 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.

2704 Flint seniors served

## 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.

590 individuals were trained at

140 prevention sessions.

## Congregate Meals

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

92,947 meals served



# Information & Assistance

The Information & Assistance (I&A) department provides answers and action for many of the inquiries and concerns facing our aging and disabled population. The I & A Department and Aging and Disability Resource Center (ADRC) are 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 **106** Outreach events reaching more than **2,829** people: among the **2,829** attending those events, there were **484** Caregivers reached through outreach events. There were approximately **1,939** referrals made for services on behalf of caregivers. During FY 2022, **33,379** calls were received inquiring about services and programs available in the community. The data listed below reflects some of the requests received during fiscal year 2022 as well as the greatest needs indicated by our seniors and referral sources:

## Call/Referral Type # of Intakes

INFORMATION	4119
MY CHOICE WAIVER	385
TARGETED CARE MANAGEMENT	1013
NURSING FACILITY TRANSITIONS-NFT	143
HOME DELIVERED MEALS-HDM	1199
GATEKEEPER-CONSUMERS ENERGY	11
CRISIS INTERVENTION	32
KISS PROGRAM	22
FLINT SENIORS LIVES MATTER	
WATER CRISIS	951
GENESEE COUNTY MILLAGE	307
CASE MANAGEMENT	266

## Incoming Calls & Referrals

INCOMING CALLS	33,379
HOSPITAL REFERRALS	576
ELECTRONIC REFERRALS	439
TOTAL REFERRALS	38,264

## Electronic Referral Source

WEBSITE	1,657
FAX	658
MI BRIDGES	1,233
HOLON	184
HEALTHIFY	1
HOSPITALS	576
TOTAL REFERRALS RECEIVED	4,309

## Greatest Needs Identified by Caller # of Request

HOME DELIVERED MEALS	719
PERSONAL CARE	436
HOUSEKEEPING ASSISTANCE	386
IN-HOME ASSISTANCE	373
ADULT IN-HOME RESPITE CARE	136
LOCAL TRANSPORTATION	90
MEDICAID WAIVER INFORMATION REQUEST	231
NURSING FACILITY TRANSITION PROGRAM	86
CARE/CASE MANAGEMENT	140
ADULT DAY PROGRAMS	22
MEDICAID APPLICATION ASSISTANCE	59
PERSONAL EMERGENCY RESPONSE SYSTEMS	12
MEDICAL EQUIPMENT/SUPPLIES	30
HOME MAINTENANCE & MINOR REPAIR SERVICES	70
ASSISTED LIVING FACILITIES	16
MEDICARE INFORMATION/COUNSELING	21
CONGREGATE MEALS/NUTRITION SITES	35
INDEPENDENT LIVING COMMUNITIES/COMPLEXES	18
LOW INCOME/SUBSIDIZED PRIVATE RENTAL HOUSING	19

# Fiscal Year 2022 Summary.

## REVENUE

Federal Grants	\$ 13,039,680
State Grants	7,662,865
Private Grants	832,217
Local Match	22,000
Other Local Grants & Revenue	95,799
Interest Income	523
Unrealized Gain (Loss) on Investments	(620,497)
Total Revenue	<u><u>\$ 21,032,587</u></u>

## EXPENDITURES

AAA Administration	\$ 565,649
Title III-B Services	801,119
Congregate Nutrition	515,402
Home Delivered Meals	1,502,723
Disease Prevention/Health Promotion	69,677
National Family Caregiver Support	342,664
Elder Abuse Prevention	9,065
Long-Term Care Ombudsman	50,021
Nutrition Services Incentive Program	656,395
State Access	39,749
State In-Home Services	901,705
State Alternative Care Services	156,119
State Care Management	359,908
Merit Award Trust Fund	182,686
State Aging Network	61,985
State Respite Care	97,006
State Caregiver Support	22,540
Targeted Care Management	119,998
Expanding Older Adult Access to	
COVID-19 Vaccine Grant	84,500
MI Choice Medicaid Waiver Program	12,102,836

## EXPENDITURES, continued

Nursing Facility Transitions	\$ 261,971
Veterans Administration	34,566
Telehealth Program	233,649
Genesee County Millage Information & Assistance	170,460
Genesee County Millage Care Management	293,053
Medicare/Medicaid Assistance Program (MMAF)	66,104
Retired & Senior Volunteer Program (RSVP)	159,086
Flint Senior Lives Matter-Water Crisis	100,000
Keeping Independent Seniors Safe (KISS)	30,485
Other Local Grants	77,841
Total Expenditures	<u><u>\$ 20,068,962</u></u>
Support & Revenue in Excess of Expenditures	<u><u>\$ 963,625</u></u>

# Fiscal Year 2022 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 \$1,611,853 was received in Region 5 in FY 2022.

<u>Contributor</u>	<u>Amount</u>	<u>Purpose</u>
Michigan Department of Health & Human Services (MDHHS)	\$ 261,971	Nursing Facility Transition (NFT)
Michigan Department of Health & Human Services (MDHHS)	\$ 100,000	Flint Senior Lives Matter Grant (Flint Water Crisis)
Bureau of Aging, Community Living, and Supports (ACLS)	\$ 27,859	Retired and Senior Volunteer Program (RSVP)
Bureau of Aging, Community Living, and Supports (ACLS)	\$ 119,998	Targeted Care Management
Bureau of Aging, Community Living, and Supports (ACLS)	\$ 84,500	Expanding Older Adult Access to COVID-19 Vaccine Grant
Genesee County Offices of Senior Services	\$ 170,460	Information & Assistance Intake Services
Genesee County Offices of Senior Services	\$ 293,053	Case Management Services
Corporation for National & Community Services (CNCS)	\$ 75,000	Retired and Senior Volunteer Program (RSVP)
Medicare/Medicaid Assistance Program (MMAP)	\$ 77,630	Assistance with Medicare/Medicaid
The United Way of Genesee County	\$ 27,000	Keeping Independent Seniors Safe (KISS)
Tivity Health Services, L.L.C.	\$ 9,999	SilverSneakers Exercise Program
Medicare	\$ 2,985	Medical Nutrition Therapy (MNT)
McLaren Community Health	\$ 910	Community Health Worker Program
Veteran's Administration	\$ 55,488	Veteran Services
MHEF Telehealth	\$ 250,000	Telehealth Grant
Community Foundation of Greater Flint	\$ 55,000	National Network to Innovate for COVID-19 and Adult Vaccine Equity (NNICE) Fund
<b>Total</b>	<b>\$1,611,853</b>	

\*Resource Development dollars are included in revenue.

# 2022 Service Providers

A&M, Inc.  
Access Builders  
Active Adult Day Health, Inc.  
Advisacare Healthcare Solutions, Inc.  
Aiding Hearts, LLC  
Alzheimer's Association  
Angela's House Assisted Living and Memory Care  
Ascension Home Health Care Mid-Michigan  
Bedrock Building, Inc.  
Bentley Manor  
Britt's Lawn Care Service  
Care N Assist of Corunna, LLC  
    DBA Home Joy of Mid-Michigan  
Care N Assist of Davison  
Comfort Care Companion, LLC  
Communication Access Center  
Concerned Country Care  
Consumer Advancement  
Cranberry Park of Clio  
Cranberry Park Memory Care of Clio  
Cranberry Park Transitions of Clio  
Critical Signal Technologies, Inc.  
DediCare Solutions, LLC  
The Disability Network  
Double Dragon Tang Soo Do  
Family Home Health Care Services  
Family Service Agency  
FDX2 Ventures, LLC  
    DBA Rehabitat Systems  
First Day Homecare, LLC  
First Light Homecare  
Flint Family Pharmacy  
Flushing AL Operations, LLC  
    DBA Majestic Care of Flushing AL  
Friends Who Care, Inc.  
GCCARD  
Grand Blanc Fields Assisted Living  
Greater Lapeer Transportation Authority  
GT Independence  
Guardian Medical Monitoring, Inc.  
Haven-Rowe, LLC  
Heard Home Care Solutions  
    DBA Heard Home Care  
Heathercrest AFC  
Heart of Worship Dance Studio  
Help at Home of Michigan, LLC  
Helping Hand Home Care, Inc.  
His Way Home Care, LLC  
Hispanic Service Center  
Home Care Alternatives  
Hyde Park I & II  
LaJoy F.I., Inc.  
LaJoy Group, Inc.  
Lapeer County Health Dept. Senior Programs  
Legal Services of Eastern Michigan  
Lifeline Systems  
Living Joy Assisted Living  
The Lodge of Durand Memory Care  
Loving Joy Assisted Living, Inc.  
Mass Transportation Authority  
Maxim Healthcare Service, Inc.  
McFarlan Home  
The Meadows Assisted Living Memorial Health  
The Medical Team  
Mercy Plus Homecare, Inc.  
Metropolitan Housing Dev. Corp.  
The New Beginnings Manor, LLC  
Olive Branch Senior Assisted Living  
Oliver Woods Retirement Village  
Personal Accounting Services, Inc.  
PNS2, Inc.  
Porter Adult Foster Care Home, LLC  
Redwood, Inc.  
Reformation Home Health  
Region VII Area Agency on Aging  
Right at Home of Genesee County  
Riverglens Assisted Living  
Rose Pest Solutions  
Rudy's Lawn & Snow Service  
Safe Hands Warm Hearts, Inc.  
Serenity Home Health, Inc.  
Service Master of Flint  
Shiawassee Area Transportation Agency  
Shiawassee Council on Aging  
Smile Brite Home Care  
Sobak's Home Medical, Inc.  
Spartan Healthcare Staffing Services  
STAT Emergency Medical Services  
Sunshine In-Home Private Duty Services, Inc.  
    DBA Angelic Heart Private Duty Services  
Surgarbush Living, Inc.  
Tender Care Home Health Care  
Trusted Home Care Services, LLC  
Unity Adult Day Care  
Valued Relationships, Inc.  
Water Brooks Living  
WDC Enterprises, Inc. Conquest AFC  
Woodland Park Assisted Living

# 2022 Silver Sponsors



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**Family Service Agency**  
of Mid Michigan



**LEGAL SERVICES**  
of Eastern Michigan



**MASS TRANSPORTATION AUTHORITY**





# 2022 Bronze Sponsors



# 2022 Gold Sponsors



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**DEPARTMENT OF VETERANS**  
**SERVICES**



**Hamilton**  
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**McFARLAN**  
**VILLAGES**

MCFARLAN HOME  
COURT STREET  
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**UAW Region 1D Retired Workers**  
Steve Dawes, Director  
Scott Zuckschwerdt, Assistant Director  
Staff and Support Staff

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Genesys Hospital**





This Annual Report is dedicated  
to the following:

*Judith Garza for her 19 years of dedicated  
service on the VAAA Board of Directors*



*Bonnie Kavalunas for her 11 years of  
dedicated service on the  
VAAA Board of Directors*



*In Loving Memory of  
Mr. Henry (Hank) Allen  
for his 13 years of dedicated service on the  
VAAA Board of Directors*





# Valley Area Agency On Aging

Answers, Action & Advocacy  
for **All Things Senior**



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