



2023 Annual Report



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.

2023 Board of Directors



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Laurel Robb; Loraine Travis



VAAA FY 2023 Annual Report



We bring FY 2023 to a close while reflecting on the accomplishments, goals, and challenges of a post-pandemic time. The Public Health Emergency has ended, and we are moving forward with more resolve than ever to serve. I often say it takes a village to raise a village, and as such, VAAA is most thankful and grateful for our team, the provider network, our partners, and our community at large as it navigated, adjusted, and realigned as much as possible to serve persons living with disabilities, older adults and caregivers. VAAA will remain steadfast and continue to focus on our mission: Providing action, advocacy, and answers on care for the elderly and disabled adults in Genesee, Lapeer, and Shiawassee Counties by enhancing lives, empowering choice, sustaining independence, and supporting caregivers and families.

VAAA would like to share some of our 2023 achievements:

- Earned the ranking of 2 out of 20 Statewide for the MI CHOICE Waiver Clinical Quality Assurance Review (CQAR).
- Received an Administrative Score of 100% and a Case Record Review of 90.23% on our first Community Transition Services Quality Assurance Review.
- Received its Clinical Quality Assurance Review (CQAR) MI CHOICE Waiver Program Score completed by the Michigan Public Health Institute (MPHI) and scored approximately 90% for chart reviews (up slightly from FY2022) and 99% for home visits.
- Increased the use of marketing using geo-targeting resulting in 4,249 referrals via our website: <https://valleyareaaging.org/contact-us/>
- Enhanced our Telehealth program to include: a remote patient monitoring platform, a medication tracking system, a nutrition tracking system, access to video conferencing with health care professionals.
- Increased the amount of service dollars received in FY 2023 by approximately 10%.
- Increased community partnerships to assist in leveraging services to seniors, caregivers, and intergenerational programs.
- Remained diligent in advocacy by attending public input sessions regarding various senior services, visiting legislators in Washington to advocate for increased funding for home and community-based programs. Advocated for additional funding for Caregiver initiatives resulting in approximately \$280,000 in new funding for VAAA in the upcoming fiscal year, attended Older Michigander's Day in Lansing, and delivered 695 letters to the state legislators from the community supporting increased funding and service priorities for seniors and caregivers.
- Received acknowledgments for service to our community from partners that include Ascension Program of All-Inclusive Care for the Elderly (PACE), Elga Credit Union, Genesee Health Plan, AmeriCorps (for the Retired and Senior Volunteer Program-RSVP), and the Healthy Flint Research Coordination Center/U of M-Flint.
- Diligently worked as a part of a community collaborative which led to Genesee County being certified as a Dementia Friendly Community by the Michigan Department of Health and Human Services (MDHHS).

VAAA expresses gratitude and appreciation to our Board of Directors, Advisory Council, our Team, community partners, caregivers, and senior stakeholders for all their continued support and commitment.

2023 VAAA Services

- A Matter of Balance
 - 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)
 - Community Transitions Services (CTS)
 - Congregate Meals
 - Crisis Intervention Program
 - Diabetes Personal Action Towards Health (DPATH)
 - Elder Abuse Prevention & Education
 - Flint Senior Lives Matter
 - Gatekeeper Program
 - Health & Wellness Programs
 - Home Delivered Meals (HDM)
 - Home Injury Control
 - Independence by Choice (IBC)
 - In-Home Services (Personal Care/Homemaker)
 - Information & Assistance (I&A)
 - Intake & Referral for Genesee County Office of Senior Services
 - Keeping Independent Seniors Safe (KISS)
 - Kinship Caregivers
 - Legal Services
 - Long-Term Care Ombudsman
 - McLaren Health Plan Program
 - Medicare/Medicaid Assistance Program (MMAP)
 - Medical Nutrition Therapy (MNT)
 - Medication Management
 - MI Choice Waiver Program
 - Oral Health Cleanings
 - Outreach
 - Options Counseling
 - Personal Action Toward Health (PATH)
 - Respite Services In-Home & Out-of-Home
 - Retired and Senior Volunteer Program (RSVP)
 - Senior Millage Care Management
 - Silver Sneakers Stability Program
 - Telehealth
 - Virtual Dementia Tours
- 

HOME

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

Community Transition Services (CTS)

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.

476 Seniors received **444,227** hours of service

Telehealth/Remote Patient Monitoring

Provides a tablet and remote patient monitoring (RPM) equipment for care management participants to take their vitals in the home which are then transmitted to VAAA Supports Coordinators. The goal of the program is to increase participants' awareness and management of their chronic health conditions to improve their overall health outcomes.

110 individuals served

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, 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).

408 Seniors received **44,238** hours of service

Care Management (CM)

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.

215 seniors received **1,199** 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.

26 seniors were provided with

439 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.

46 seniors were assisted

295.25 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.

2,555 seniors received

700,133 meals

Targeted Case Management (TCM)

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.

33 seniors served

Case Coordination & Support (CCS)

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.

117 seniors received

1,455.25 hours of service



Caregiver

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

Savvy Caregiver/Virtual Dementia Tour

Savvy Caregiver 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 and via Zoom.

Virtual Dementia Tour is the original patented, evidence-based scientific method of building awareness and empathy in individuals caring for people living with dementia.

There were **52** caregivers served in total for both programs in FY 2023. Of those that completed the survey report: **90%** of caregivers felt the program was relevant to their situation and they felt the Virtual Dementia Tours provided useful knowledge about dementia and caregiving strategies.

Genesee County is now a Dementia Friendly Community as of September 2023.



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.

29 seniors were provided with
15,520 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:

77 caregivers received
10,634 hours of respite.

Kinship Respite:

23 individuals received
1,316 hours of respite

Community

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

[A Matter of Balance \(MOB\)](#)

MOB 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 **62** participants in this program in FY 2023. Surveys were given to each participant at the end of the program. Of those who completed the survey: **97.7%** are confident they can manage their own health conditions after completing A Matter of Balance class.

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. There were 12 in-person classes, and 1 virtual class held each week. The results are as follows: **92** participants have participated in AFEP for more than 12 months. The median age is **80** years old. In the past six months, **55%** increased their strength, and **57%** increased their flexibility, as a result of AFEP classes. Two Hundred thirty-two (**232**) Registered SilverSneakers members attended the classes. There were **317** graduates in FY 2023.

[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. The results of the surveys are: **97%** of the participants were female and **6%** were male, **62%** felt in the past six months, their strength had increased. In the past six months, **44%** felt their flexibility increased. There were **115** graduates with **95** of them being SilverSneakers Members.



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, pain management, health promotion, talking with your doctor, and 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, **62.5%** were more confident they could manage their diabetes. In FY 2023 there were **35** graduates of the DPATH program. **Seventy (70) percent** were very satisfied with taking the DPATH class.

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 2023, **135** senior oral health cleanings were completed.



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.

2,630 hours were spent assisting 2,700

clients during open enrollment

Part D savings were **\$284,120**

1,153 clients were counseled by 12

volunteers in FY 2023

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.

125 outreach events

7,551 total attendees

Community

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

Art Therapy

Art and stress relief techniques were presented to **250** participants during FY 2023. **One hundred and thirty-one (131)** of the participants completed the eight-week sessions. Social interaction, along with art, relieved stress, anxiety, and depression. Social isolation, one of the social determinants of health, results of pre & post tests showed a **7%** reduction in feelings of sadness, **3%** decrease in feelings of anger, **7%** reduction in anxiousness, **9%** reduction in stress, and **15%** reduction in need of social support. According to self-reported results, participants reported that the eight-week sessions presented socialization and stress release opportunities that were otherwise unavailable.



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.

1,998 seniors were given

1,758 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.

223 seniors were given

2,023 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.

3,629 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.

1,610 individuals were trained at

91 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.

1,507 seniors received

88,970 meals

Volunteerism

Valley Area Agency on Aging provides volunteer opportunities by providing 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 Monday through Friday. If a participant is unable to be reached or is not feeling well, steps are taken to notify their emergency contact. If the emergency contact is unreachable, local law enforcement is asked to conduct a wellness visit. In FY 2023, **82** seniors were served. The results of the FY 2023 surveys are: **84%** of participants said they had feelings of loneliness before enrolling in KISS, **95%** stated they felt less lonely being in the KISS program. Before joining KISS, **59%** said they sometimes felt unsafe in their home, after joining KISS, **90%** said they felt safer in their homes due to daily contact with their KISS caller. Ninety (**90**) percent 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 FY 2023, **53** seniors received phone calls from **26** senior volunteers and **8** intergenerational 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. One hundred (**100**) percent 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 provide 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 provide 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 2023 there were **126** active volunteers.

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 **125** outreach events reaching more than **7,551** people: among the **7,551** attending those events, there were **872** Caregivers reached through outreach events. There were approximately **904** referrals made for services on behalf of caregivers. During FY 2023, **23,624** calls were received inquiring about services and programs available in the community. The data listed below reflects some of the requests received during FY 2023 as well as the greatest needs indicated by our seniors and referral sources:

<u>Call/Referral Type</u>	<u># of Intakes</u>
INFORMATION	3,777
MI CHOICE WAIVER	333
TARGETED CARE MANAGEMENT	9
COMMUNITY TRANSITION SERVICES	148
HOME DELIVERED MEALS	1,410
GATEKEEPER-CONSUMERS ENERGY	18
KISS PROGRAM	27
FLINT SENIORS LIVES MATTER WATER CRISIS	700
GENESEE COUNTY MILLAGE	443
CASE MANAGEMENT	120

Incoming Calls & Referrals

INCOMING CALLS	23,624
HOSPITAL REFERRALS	769
ELECTRONIC INTAKES	6,976

Electronic Referral Source

WEBSITE	1,902
FAX	777
MI BRIDGES	1,451
FIND HELP	110
HEALTHIFY	19
TOTAL REFERRALS RECEIVED	4,259

<u>Greatest Needs Identified by Caller</u>	<u># of Requests</u>
HOME DELIVERED MEALS	742
PERSONAL CARE	424
HOUSEKEEPING ASSISTANCE	313
IN-HOME ASSISTANCE	140
ADULT IN-HOME RESPITE CARE	173
LOCAL TRANSPORTATION	46
MEDICAID WAIVER INFORMATION REQUEST	106
COMMUNITY TRANSITIONS SERVICES	70
CARE/CASE MANAGEMENT	32
ADULT DAY PROGRAMS	44
MEDICAID APPLICATION ASSISTANCE	19
MEDICAL EQUIPMENT/SUPPLIES	4
HOME MAINTENANCE & MINOR REPAIR SERVICES	7
ASSISTED LIVING FACILITIES	8
MEDICARE INFORMATION/COUNSELING	9
CONGREGATE MEALS/NUTRITION SITES	5
INDEPENDENT LIVING COMMUNITIES/COMPLEXES	11
LOW INCOME/SUBSIDIZED PRIVATE RENTAL HOUSING	34



FY 2023 Summary.

REVENUE

Federal Grants	\$ 13,917,206
State Grants	7,453,805
Private Grants	784,777
Local Match	22,000
Other Local Grants & Revenue	88,830
Interest Income	150,681
Unrealized Gain (Loss) on Investments	307,498
Total Revenue	\$ 22,724,797

EXPENDITURES

AAA Administration	\$ 993,586
Title III-B Services	1,006,471
Community Transition Services	185,175
Congregate Nutrition	668,341
Home Delivered Meals	2,088,884
Disease Prevention/Health Promotion	127,844
National Family Caregiver Support	404,176
Elder Abuse Prevention	9,033
Long-Term Care Ombudsman	70,463
Nutrition Services Incentive Program	654,750
State Access	39,749
State In-Home Services	899,304
State Alternative Care Services	155,409
State Care Management	359,908
Merit Award Trust Fund	182,686
State Aging Network	61,985
State Respite Care	96,323
State Caregiver Support	22,540
Targeted Care Management	59,231
MI Choice Medicaid Waiver Program	12,918,963

EXPENDITURES, continued

Veterans Administration	\$ 139,197
Telehealth Program	251,853
Genesee County Millage Information & Assistance	170,460
Genesee County Millage Care Management	293,053
Medicare/Medicaid Assistance Program (MMAAP)	82,359
Retired & Senior Volunteer Program (RSVP)	106,697
Flint Senior Lives Matter-Water Crisis	100,000
Keeping Independent Seniors Safe (KISS)	67,538
Other Local Grants	3,919
Total Expenditures	\$ 22,220,437
Support & Revenue in Excess of Expenditures	\$ 504,360

FY 2023 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 \$1,709,142 was received in Region 5 in FY 2023.

<u>Contributor</u>	<u>Amount</u>	<u>Purpose</u>
Fundraising and Donations	\$ 87,870	Senior Power Day and Senior Services
Michigan Department of Health & Human Services (MDHHS)	\$ 294,860	Community Transition Services (CTS)
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)	\$ 32,859	Retired and Senior Volunteer Program (RSVP)
Bureau of Aging, Community Living, and Supports (ACLS)	\$ 59,231	Targeted Care Management
Baldwin Grant	\$ 9,500	Assistance with Gaps in Senior Services
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)	\$ 84,347	Assistance with Medicare/Medicaid
The United Way of Genesee County	\$ 35,000	Keeping Independent Seniors Safe (KISS)
Tivity Health Services, L.L.C.	\$ 14,000	SilverSneakers Exercise Program
Medicare	\$ 3,529	Medical Nutrition Therapy (MNT)
McLaren Community Health	\$ 3,600	Community Health Worker Program
Veteran's Administration	\$ 171,480	Veteran Services
MHEF Telehealth	\$ 251,853	Telehealth Grant
Blue Cross Blue Shield of Michigan Foundation	\$ 22,500	Telehealth Grant
Total Resource Development	<u><u>\$1,709,142</u></u>	

*Resource Development dollars are included in revenue.

2023 Service Providers

A&M, Inc.
Access Builders
Active Adult Day Health, Inc.
Advisacare Healthcare Solutions, Inc.
Aiding Hearts, LLC
Allegiance Global Solutions, LLC
Alzheimer's Association
Bedrock Building, Inc.
Bentley Manor
Britt's Lawn Care Service
Care N Assist of Corunna, LLC
 DBA Home Joy of Mid-Michigan
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
DediCare Solutions, LLC
Divine Needs Assisted Living, LLC
Double Dragon Tang Soo Do
Family Home Health Care Services
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.
Hampton Manor of Montrose
Haven-Rowe, LLC
Heard Home Care Solutions
 DBA Heard Home Care
Heart of Worship Dance Studio
Help at Home of Michigan, LLC
Helping Hand Nursing Home Health Care LLC
His Way Home Care, LLC
Hispanic Service Center
Home Care Alternatives
Hyde Park I & II
LaJoy F.I., Inc.
LaJoy Group, Inc.
Landings of Genesee Valley

Lapeer County Health Dept. Senior Programs
Legal Services of Eastern Michigan
Lifeline Systems
Living Joy Assisted Living
Loving Joy Assisted Living, Inc.
Lyorflash Home Care
Mass Transportation Authority
Maxim Healthcare Service, Inc.
McFarlan Home
Mercy Plus Healthcare Services
Metropolitan Housing Dev. Corp.
National Home Care Service
Oliver Woods Retirement Village
Personal Accounting Services, Inc.
Porter Adult Foster Care Home, LLC
Purfoods LLC, DBA, Mom's Meals
Redwood, Inc.
Reformation Home Health
Region VII Area Agency on Aging
Right at Home of Genesee County
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
Sobak's Home Medical, Inc.
Spartan Healthcare Staffing Services
STAT Emergency Medical Services
Surgarbush Living, Inc.
Tender Care Home Health Care
The Disability Network
The Lodge of Durand Memory Care
The Meadows Assisted Living Memorial Health
The Medical Team
The New Beginnings Manor, LLC
Trusted Home Care Services, LLC
Unity Adult Day Care
Valued Relationships, Inc.
Water Brooks Living
WDC Enterprises, Inc. Conquest AFC
Woodland Park Assisted Living
YMCA of Greater Flint

VAA
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**This Annual Report is dedicated
to the following:**

*Ms. Tamitha Taylor for her six years of dedicated
service and Ms. Deborah Holmes for her four years of
dedicated service on the
VACACA Advisory Council*



*Dr. Jacquinne Reynolds and Mr. William McLean
for their eight years of dedicated service on the
VACACA Board of Directors*

*In Loving Memory of
Ms. Sandra Michalek
for her fifteen years of dedicated service on the VACACA
Board of Directors*



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