



Valley Area Agency On Aging

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

2021 Annual Report

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.

2021 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**; Charles Adams, Marla Foerster; 2nd row: Bonnie Kavalunas; William McLean; Sandra Michalek; Commr. Brenden Miller; Commr. Debra Newman; Jacquinne Reynolds, Ph.D.; Glenn Wilson

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1st row: Joe Massey, **Chairperson**; Tamitha Taylor, **Vice Chairperson**; Kelley Bales, **Secretary**; Glenn Clemence; Antonia Davies; Lawrence Donnelly; Debra Holmes; Pamela Koutouzos; 2nd Row: Gloria McCracken; Gary Putinsky; Janice Sawyer; Lesli Skolorus, Ph.D.; Loraine Travis



VAAA Annual Report For FY 2021

Region 5 - Genesee, Lapeer and Shiawassee Counties



During FY 2021, it was of the utmost importance for Valley Area Agency on Aging (VAAA) to provide quality services while keeping seniors, caregivers, and our team as safe and healthy as possible. The highs and lows of the pandemic were challenging. Just when it was thought cases were declining, an increase in cases would occur; not just an increase, but spikes similar to that in FY 2020. However, VAAA continued persevering: We updated, educated, and served. I am proud to say I serve a community and work with a team that are strong, resilient, helpful, present, and caring. The gratefulness expressed to us by those we work with and serve assisted us in persevering – we do what we do because we love what we do. It is an honor to serve our elders, persons living with disabilities, and those who care for them. It is our mission and our passion. We are VAAA!

We have developed a hybrid work model that has allowed return to in-home visits (as seniors and pandemic circumstances granted). Below are but a few of the goals accomplished by the VAAA team:

- Continued dissemination of Personal Protection Equipment to the community
- Created and initiated a pandemic hotline
- Expanded the KISS Program to include Shiawassee County
- Added new programming (such as the tablet distribution program, telehealth, COVID hotline, and Boxes, Bags and Buddies)
- Revamped the VAAA logo and marketing strategy
- Ranked number 3 overall in 2021 statewide quality withhold for the MI Choice Waiver Program
- Scored 95.98 out of 100 on the State's Clinical Quality Administrative Review
- Increased community partnerships and collaborations
- Diversified funding streams
- Implemented a cloud-based fax service that replaces landlines in favor of faster and more reliable Ethernet lines.
- Fraud, Waste and Abuse Program recouped \$13,943.23
- Strengthened Cyber Security
- Ended FY 2021 with 0 persons on the MI CHOICE Waiver wait-list
- Implemented DocuSign – Secure electronic documentation signing
- Developed efficiencies resulting in savings in excess of \$164,000 (ex: staffing, supplies)

Continued thanks and appreciation to our community, provider network, partners and senior stakeholders, front line and essential workers for your selflessness despite ongoing personal and professional challenges. Your service did not go unnoticed and is a testament to your resilience and dedication to those we serve.

VAAA FY 2021 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 2021. In response to the growing needs brought on by the pandemic – VAAA implemented its COVID-19 hotline. The number is 810-600-0617. Although our Information and Assistance team continues to provide COVID-19 resources, the concentrated line for the community handled 8,366 calls and allowed for more efficiency to:

- Assist callers with scheduling their vaccine or booster shots
- Schedule vaccines/boosters for any homebound senior
- Schedule transportation as needed to sites for testing or vaccines
- Provide testing locations/information
- Provide vaccine/booster locations & resources
- Arrange for homebound vaccines for any AFC home
- Give focused and updated information for COVID related questions

Additionally, because many seniors remained in their homes to reduce the risk of exposure, VAAA continued to provide food and nutrition resources to seniors and the community. In 2021 VAAA received 1,664 emergency food boxes. 514 boxes were disseminated in Genesee County, 450 in Lapeer County, and 700 in Shiawassee County. VAAA also worked with Flint Fresh and the Community Foundation of Greater Flint to fund 1,972 fresh produce boxes delivered directly to the homes of seniors who reside in Flint. Our continued partnership with Moms' Meals resulted in 74,281 meals to seniors in FY 2021.

Finally, 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 2021.

Valley Area Agency on Aging will remain a means of community and senior support in Genesee, Lapeer, and Shiawassee Counties in FY 2022 and beyond regarding COVID resources, partnerships, and supplies (as available).

2021 VAAA Services

- Adult Day Services
 - Art Therapy
 - Arthritis Foundation Exercise Program
 - Assistive Devices & Technologies
 - Boxes, Bags, & Buddies
 - Care Management Programs
 - Care Transitions
 - Care Coordination & Support
 - Caregiver Training and Education Programs
 - 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
 - Gate Keeper 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

Valley Area Agency on Aging (VAAA) continued dealing with challenges due to the continued spread of COVID-19. However, we did resume some of our advocacy events and meetings, which took place virtually and/or outdoors. In FY 2021, VAAA attended virtual meetings held by Legislators and state organizations to discuss and advocate for senior issues. During FY 2021, VAAA attended several virtual focus groups and community meetings. VAAA also attended several virtual town hall meetings, coffee hours, etc., with local mayor's offices, the Governor's Office, and Senator and Congressman's offices.

VAAA's CEO, Yaushica Aubert, worked with the Michigan Area Agency on Aging Association (4AM) and recorded a video "Call to Action" for the state Virtual Annual Older Michiganiaan's Day. The focus areas included: Permanent DCW wage increases, Increased funding for OAA and the MI Choice Waiver Programs, Funding for the Kinship Caregiver Navigator Program, and affordable internet for all. Ms. Aubert also ensured both the Board of Directors and Advisory Council received 155 Advocacy, Legislative, and other Press Releases from MDHHS, the Governor's Office, and the Lt. Governor's office to keep them updated on various issues.

VAAA continues to have representation on the Michigan Senior Advocates Council (MSAC) as well as the Michigan State Advisory Committee, which both met regularly (virtually or telephonically) to speak with legislators in Lansing about senior citizens' issues and concerns. Both groups meet regularly and speak to legislators (telephonically or virtually) regarding issues that affect the senior population. Our representatives then report back on the MSAC activities to the VAAA Advisory Council. VAAA is grateful for the advocacy efforts put forth by those who have stepped in to advocate for the seniors of Genesee, Lapeer, and Shiawassee Counties (Region 5).

Our Annual Senior Power Day, held at Crossroads Village, is a major advocacy event for VAAA. Unfortunately, the 2021 event was canceled due to COVID-19. In 2019 over 2,400 tickets were sold. The State Platform was shared with the attendees, and several State and local officials were in attendance. We are excited that Senior Power Day is planned to resume on May 25, 2022. The VAAA Board of Directors and Advisory Counsel also sent correspondence to advocate for the renewal of the Older Americans Act and a permanent increase in the Direct Care Worker wage and continue to advocate and educate for everyone to register and vote. Twenty-seven Advocacy Alerts were also emailed to everyone on the VAAA email listings – over 250 people and organizations.

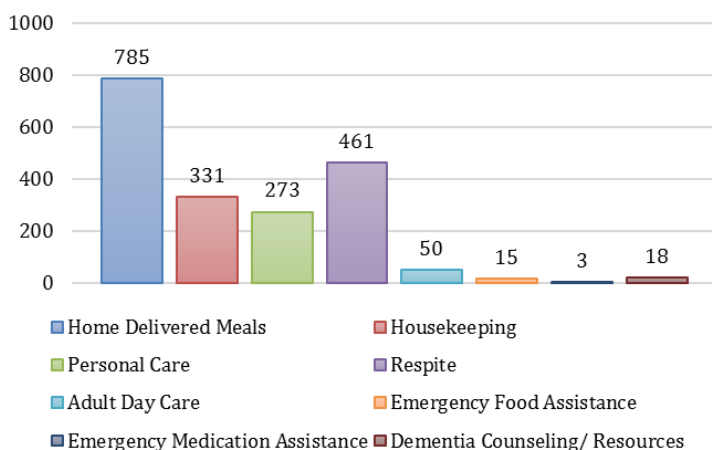
We look forward to updating seniors in 2022, whether in person or virtually, and are looking forward to increasing our live events. VAAA will continue to vigilantly advocate for community support and services and address long-term care needs for our seniors and persons living with disabilities.

Genesee County Senior Millage Program At Valley Area Agency on Aging October 2020 - September 2021 Fiscal Year

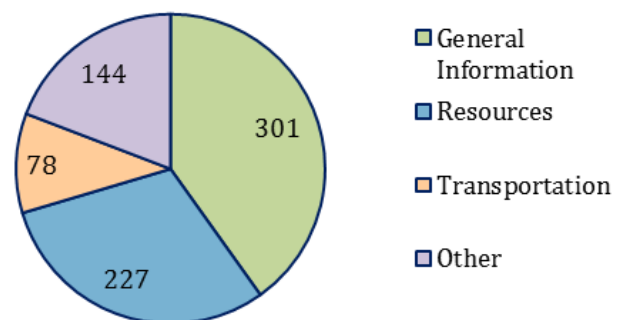
A growing partnership between the Genesee County Office of Senior Services and Valley Area Agency on Aging (VAAA) continued through its third fiscal year in 2021, serving Genesee County Senior Citizens through the Senior Millage Program. Senior Millage services include home delivered meals, in-home personal care and light housekeeping, adult day care and respite services, which offers reprieve to caregivers caring for seniors who require continual supervision within their home. In addition, the Senior Millage Program continued to assist our most at-risk seniors with the ability to provide a box of shelf-stable food to those without.

In the first fiscal year's partnership between Genesee County Office of Senior Services and Valley Area Agency on Aging, the Senior Millage Program had 1,406 new participant intakes. In 2019-2020, the Senior Millage saw its highest intake total of 2,036 new participants. Though the 2021 fiscal year saw a decrease in the total number of intakes, there was a noticeable increase in the ages of participants in need of support, as well as an increase in the amount and level of assistance needed for each referral. The continued collaboration between the Genesee County Millage and our local hospital providers continued to prove successful. Beginning in January 2020, the Genesee County Millage and VAAA developed a partnership with Hurley & McLaren Hospitals in efforts to further reach and engage our community residents. In the first year of this alliance, the Senior Millage reached an additional 535 Genesee County seniors. The 2021 fiscal year increased our outreach to the community for a yearend total of 671 residents. Overall, the collaboration between the hospital systems, Valley Area Agency on Aging and the Genesee County Millage has helped an additional 1,200 Genesee County seniors. In the third fiscal year with Valley Area Agency on Aging, Genesee County's Senior Millage Program continued its frontline efforts to combat the global COVID-19 pandemic. This year saw its own hardships, with continuous increased community needs while the pandemic's emergency funding and short-term programs dwindled to a slow halt. However, due to the dedication and commitment of Genesee County & Valley Area Agency on Aging staff, the Senior Millage Program exceeded expectations. While other community agencies had to shut down once or several times due to pandemic related issues, Valley Area Agency on Aging and the Genesee County Millage remained open, to ensure the safety and well-being of our seniors.

Millage Services Requested Upon Intake



Additional Services Requested



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.

152 Nursing Facility Residents Served
63 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.

534 Seniors received **441,979** 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.*

75 Seniors received **475** 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).

506 Seniors received **37,576** 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 for the Medicaid Waiver program financially.

261 seniors received **1,452** 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 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.

34 seniors were provided with
168 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 the homes.

3 seniors were assisted
204 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.

168 seniors services
1,452 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.

2,738 seniors received
747,064.50 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, how to handle everyday activities more easily, and taking care of yourself to better care for your loved one. 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, 42 caregivers were assisted in FY2021. Surveys were given to each caregiver after the class. Those who completed the survey report: 87% of caregivers felt the program was relevant to their situation, 100% would recommend the class to other caregivers, 87% of the caregivers felt more capable as a caregiver after completing the class, and 91% felt the program provided useful knowledge about dementia and caregiving strategies.



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.

32 seniors were provided with
15,449.75 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:

73 caregivers received
5,780 hours of respite.

Kinship Respite:

23 individuals received
1,542 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, up to two hours each week class. 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 how to view falls as controllable, set realistic goals for increasing activity, change their environment to reduce fall risk, and exercise to increase strength and balance. Half an hour of exercise begins the third session and continues through session eight. Class is provided in person or via Zoom.

There were 39 graduates of this program in FY2021. Surveys were given to each participant at the end of the program. Of those who completed the survey: 46% are very sure that they can get up if they fall, 46% are very sure they can find a way to reduce falls, 33% are very sure they can protect themselves if they fall, 50% are very sure they can increase their physical strength, and 36% are very sure they can become more steady on their feet.

When participants were asked, "During the last four weeks, to what extent has their concern about falling interfered with their normal social activities?", the results are: 3% extremely, 27% moderately, 27% slightly, 42% not at all.

The participants were also asked what changes they have made in their home as a result of taking MOB and the 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 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. Participants use weights, thera bands, balls, etc. in the class. AFEP is a SilverSneakers Flex Program. This class is provided in person, via Zoom or hybrid. One hundred and thirty surveys were collected. The results are: 76% of the participants were female and 7% were male, 62% of participants attended only in person, 14% participated in both virtual and in-person classes, 53% increased their strength in the past six months, 56% increased their flexibility in the past six months, 87% felt that participating in the Arthritis Exercise Class reduced their feelings of being alone or isolated, and 111 Registered SilverSneakers members attended the classes. There were 167 graduates in FY 2021.

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 2021 there were 36 surveys collected. The results are: 96% of the participants were female and 5% were male, 53% felt in the past six months, their strength had increased and 33% felt their strength stayed the same, In the past six months, 55% 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. Forty-Four (44) SilverSneakers members were registered and attended an in person and/or virtual Class. In FY 2021 there were at total of 181 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. The results of the FY 2021 surveys are: In the workshop, participants learned many self-management tools. Which tools did they state they will continue to use: meal planning, stress reduction exercises, and label reading. After taking the workshop, 90% were more confident they could manage their diabetes, 90% rarely felt lonely or isolated. In FY 2021 there were 34 graduates of the DPATH program.

Senior Oral Health Cleaning

Senior Oral Health Cleanings are through our partnership with Mott Community College Dental Hygiene Clinic where oral cleanings are provided to seniors in need. In FY 2021, 75 senior oral health cleanings were completed. Fifty-nine surveys were completed and the results are as follows: 93% 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**

2,834 clients were counseled by **13**

volunteers in FY 2021

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

3041 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 by 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 2021, 219 seniors were served. The results of the FY 2021 surveys are: 76% of participants said they had feelings of loneliness before enrolling in KISS, 89% stated they felt less lonely being in the KISS program and 13% had improvement in their feelings of loneliness. Before joining KISS, 75% said they sometimes felt unsafe in their home, after joining KISS, 92% said they felt safer in their homes due to daily contact with their KISS caller and 17% showed improvement in feeling safe. Ninety-four percent agreed that being in the KISS program is helping them live independently, and 100% 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 to 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 FY2021, 97 seniors received phone calls from 23 senior volunteers and 28 inter-generational volunteers. Surveys were sent to the participants and the results are: 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 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 2021 there were 136 active volunteers.

Independence by Choice

Independence by Choice 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 waiting list and increases the number of individuals served. A total of 123 seniors received 698 hours of service in FY 2021.

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 the 2021 fiscal year. Seniors now face double crises with the water and COVID-19 pandemic. Resources for free bottled water is 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. Since October 2021, the Flint Senior Lives Matter Project has provided coloring books and art supplies, and Zoom art therapy to more than 125 residents. There were 125 residents who participated in the Art Therapy Program (45 completed surveys). The following are the results of their feelings over the past four weeks: 16% showed reduction in feelings of sadness, 3% showed reduction in anxiousness, 7% showed reduction in stress, and 27% showed reduction in need for social supports. After completing the sessions, 15% had a decrease in feelings of isolation, 7% had a decrease in loneliness, and 10% had a decrease in the need for companionship. Survey results also revealed that the participants who completed the sessions reported a 12% decrease overall, in stress related to the water crisis.



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.

684 seniors were given **1,394** 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.

570 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.

461 individuals were trained at
67 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.

122,498 meals served

VAAA Programs & Services

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 124 Outreach events reaching more than 3,041 people: among the 3,041 attending those events there were 124 Caregivers reached through outreach events. There were approximately 1,897 referrals made for services on behalf of caregivers. During the 2021 fiscal year, 36,089 calls were received inquiring about services and programs available in the community. The data listed below reflect some of the requests received during fiscal year 2021 as well as the greatest needs indicated by our seniors:

| <u>Call Type</u> | <u># of Intakes</u> |
|---|---------------------|
| INFORMATION | 3690 |
| MY CHOICE WAIVER | 366 |
| CARE MANAGEMENT | 289 |
| NURSING FACILITY TRANSITIONS-NFT | 197 |
| HOME DELIVERED MEALS-HDM | 11,489 |
| GATEKEEPER-CONSUMERS ENERGY | 17 |
| CRISIS INTERVENTION | 72 |
| KISS PROGRAM | 41 |
| CARE TRANSITIONS | 28 |
| FLINT SENIORS LIVES MATTER WATER CRISIS | 1,320 |
| OUTSIDE COMMUNITY LONG-TERM CARE SERVICES | 278 |
| GENESEE COUNTY MILLAGE | 498 |

| <u>Greatest Needs Identified by Caller</u> | <u># of Request</u> |
|--|---------------------|
| HOME DELIVERED MEALS | 802 |
| PERSONAL CARE | 366 |
| HOUSEKEEPING ASSISTANCE | 302 |
| IN-HOME ASSISTANCE | 238 |
| ADULT IN-HOME RESPITE CARE | 101 |
| LOCAL TRANSPORTATION | 64 |
| MEDICAID WAIVER INFORMATION REQUEST | 187 |
| NURSING HOME TRANSITION FINANCING PROGRAM | 94 |
| CARE/CASE MANAGEMENT | 88 |
| ADULT DAY PROGRAMS | 25 |
| MEDICAID APPLICATION ASSISTANCE | 51 |
| PRESCRIPTION MEDICATION SERVICES | 8 |
| PERSONAL EMERGENCY RESPONSE SYSTEMS | 12 |
| AREA AGENCIES ON AGING | 12 |
| MEDICAL EQUIPMENT/SUPPLIES | 17 |
| HOME MAINTENANCE & MINOR REPAIR SERVICES | 25 |
| ASSISTED LIVING FACILITIES | 21 |
| MEDICARE INFORMATION/COUNSELING | 13 |
| CONGREGATE MEALS/NUTRITION SITES | 295 |
| INDEPENDENT LIVING COMMUNITIES/COMPLEXES | 9 |
| LOW INCOME/SUBSIDIZED PRIVATE RENTAL HOUSING | 11 |

Fiscal Year 2021 Summary.

REVENUE

| | |
|--------------------------------|-----------------------------|
| Federal Grants | \$ 11,934,116 |
| State Grants | 8,803,109 |
| Private Grants | 306,264 |
| Local Match | 22,000 |
| Other Local Grants & Revenue | 38,814 |
| Interest Income | 1,106 |
| Unrealized Gain on Investments | 315,903 |
| Total Revenue | <u><u>\$ 21,421,312</u></u> |

EXPENDITURES

| | |
|--------------------------------------|------------|
| AAA Administration | \$ 561,719 |
| Title III-B Services | 697,827 |
| Congregate Nutrition | 588,782 |
| Home Delivered Meals | 1,866,623 |
| Disease Prevention/Health Promotion | 43,893 |
| National Family Caregiver Support | 368,080 |
| Elder Abuse Prevention | 9,065 |
| Long-Term Care Ombudsman | 63,794 |
| Nutrition Services Incentive Program | 656,595 |
| State Access | 39,749 |
| State In-Home Services | 708,686 |
| State Alternative Care Services | 156,239 |
| State Care Management | 359,908 |
| Merit Award Trust Fund | 182,386 |
| State Aging Network | 61,985 |
| State Respite Care | 81,283 |
| State Caregiver Support | 22,540 |
| Targeted Care Management | 92,443 |
| Direct Care Worker Hazard Pay | 123,092 |
| COVID-19 Immunization Support Grant | 65,000 |
| MI Choice Medicaid Waiver Program | 11,942,557 |

EXPENDITURES, continued

| | |
|---|-----------------------------|
| Nursing Facility Transitions | \$ 240,421 |
| Veterans Administration | 27,244 |
| Telehealth Program | 59,498 |
| Genesee County Millage Information & Assistance | 169,678 |
| Medicare/Medicaid Assistance Program MMAP | 58,940 |
| Retired & Senior Volunteer Program (RSVP) | 112,432 |
| Water Crisis | 200,000 |
| Keeping Independent Seniors Safe (KISS) | 35,653 |
| Other Local Grants | 85,656 |
| Total Expenditures | <u><u>\$ 19,681,768</u></u> |
| Support & Revenue in Excess of Expenditures | <u><u>\$ 1,739,544</u></u> |

Fiscal Year 2021 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 \$1,292,282 was received in Region 5 in FY 2021.

| <u>Contributer</u> | <u>Amount</u> | <u>Purpose</u> |
|--|---------------|--|
| Michigan Department of Health & Human Services (MDHHS) | \$ 240,421 | Nursing Facility Transition (NFT) |
| Michigan Department of Health & Human Services (MDHHS) | \$ 200,000 | Flint Senior Lives Matter Grant (Flint Water Crisis) |
| Bureau of Aging, Community Living, & Supports (ACLS Bureau) | \$ 33,259 | Retired and Senior Volunteer Program (RSVP) |
| Bureau of Aging, Community Living, & Supports (ACLS Bureau) | \$ 92,443 | Targeted Care Management |
| Genesee County Offices of Senior Services | \$ 170,460 | Information & Assistance Intake Service |
| Genesee County Offices of Senior Services | \$ 10,400 | Home Delivered Meal Provider Assessments |
| Corporation for National & Community Services (CNCS) | \$ 75,144 | Retired and Senior Volunteer Program (RSVP) |
| Medicare/Medicaid Assistance Program (MMAP) | \$ 60,812 | Assistance with Medicare/Medicaid |
| The United Way of Genesee County | \$ 23,750 | Keeping Independent Seniors Safe (KISS) |
| The United Way of Genesee County | \$ 50,000 | Retired and Senior Volunteer Program (RSVP) |
| Tivity Health Services, L.L.C. | \$ 3,864 | SilverSneakers Exercise Program |
| Medicare | \$ 366 | Medical Nutrition Therapy (MNT) |
| McLaren Community Health | \$ 5,040 | Community Health Worker Program |
| Veteran's Administration | \$ 31,423 | Veterans Services |
| American House Grant | \$ 10,000 | Senior Needs Grant |
| Grace Emmanuel Baptist Church Grant | \$ 2,250 | Senior Medical Assistance Grant |
| Greater Flint Health Coalition-Flint Registry Capacity Stipend | \$ 5,000 | Information & Assistance Referral Tool Training and Utilization of the Referral Tool |
| Michigan Community Service Commission Grant | \$ 150 | RSVP reimbursement for refreshments for MLK Day |
| MHEF Telehealth | \$ 250,000 | Telehealth Grant |
| BCBS Foundation Grant-Telehealth | \$ 22,500 | Telehealth Grant |
| Delta Dental | \$ 5,000 | Dental Cleanings Grant |

*Resource Development dollars are included in revenue.

2021 Service Providers

A&M, Inc.
Access Builders
Active Adult Day Health, Inc.
Addington Place of Grand Blanc
Advisacare Healthcare Solutions, Inc.
Aiding Hearts, LLC.
Allcare United
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
Communication Access Center
Concerned Country Care
Consumer Advancement
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
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
Helping Hand Home Care, Inc.
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
Mass Transportation Authority

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
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
Sunshine In-Home Private Duty Services, Inc.
 DBA Angelic Heart Private Duty Services
Surgarbush Living, Inc.
Tender Care Home Health Care
Unity Adult Day Care
Valued Relationships, Inc.
Water Brooks Living
WDC Enterprises, Inc. Conquest AFC

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for all that you do!*

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Valley Area Agency On Aging

Answers, Action & Advocacy
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