



2024 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 Answers, Action, and Advocacy 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.

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FY 2024 Accomplishments



As we bid farewell to FY 2024, we celebrate the remarkable achievements of the Valley Area Agency on Aging (VAAA). I would like to extend my heartfelt gratitude to the VAAA Board of Directors, Advisory Council, and the entire VAAA team for their unwavering dedication, hard work, and commitment to serving our community in Region 5, which encompasses Genesee, Lapeer, and Shiawassee Counties.

We also extend our thanks to our provider network and senior advocates. As we move forward in 2025, we will seek your support in our advocacy efforts for increased funding for the Older Americans Act and higher reimbursement rates for the MI CHOICE Waiver Program. These essential programs are designed to help seniors remain in their homes, and your voices are crucial in securing these services within our community and throughout Michigan. Your advocacy truly makes a difference, and your voice matters!

VAAA is excited to share some of the impactful ways we've made a difference in our community in 2024:

- We retained our impressive 2 out of 20 statewide rankings for the MI CHOICE Waiver Clinical Quality Assurance Review (CQAR).
- Audited by the Health Services Advisory Group (HSAG), we achieved an outstanding 100% compliance with submission for requested record procurement for Encounter Data Validation (EDV) and 100% compliance for a review of the Network Adequacy Validation (NAV).
- For FY 24 Clinical Quality Assurance Review (CQAR), the overall compliance rate was 92.19% for the record review and 98.83% for the Home Visit/Interview.
- Retained the prestigious 3-year recertification with the National Committee for Quality Assurance (NCQA).
- Awarded mini-grants to community organizations, such as the Lapeer County Senior Coalition and the Local AARP Chapter, to assist with impact and access to provide essential resources and services for seniors.
- Developed and implemented a program to assist seniors raising children (Kinship Caregiver) with personal needs and clothing, collaborating with Voices For Children, Flint Community Schools, and Genesee Health Plan.
- Formed partnerships in Genesee County to educate police, sheriff's departments, and other law enforcement professionals about services and programs available for seniors, reaching over 300 law enforcement staff.
- Increased the number of caregivers served to 1,926, up from 904 in FY 2023, with services including Respite, Kinship Caregiver Services, and Information and Assistance. Caregivers will remain a focus in FY 2025.
- Expanded our Artistic Recreational Therapy for Seniors (ARTS) to include Dementia-Friendly Movies, along with Art Therapy and a partnership with MTA and the New McCree Theater.
- Received a Quality Assurance Review (CQAR) MI CHOICE Waiver Program Score completed by the Michigan Public Health Institute (MPHI).
- Collected and delivered an impressive 678 Advocacy Letters to State Legislators at their Lansing Offices. These letters passionately advocated supporting and strengthening the Long-Term Care (LTC) Ombudsman Program, assisting families and informal caregivers, expanding the MI CHOICE Waiver Program, and increasing access to Home and Community-Based Services (HCBS).

Thank you to everyone that assisted VAAA in making an impact in the lives of seniors and caregivers in FY 2024. We look forward to our continued partnerships.

2024 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 and 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 Tour
- 

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

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 care participants at an average daily cost of \$71.46.

472 seniors received 7,303,140 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 program aims 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 providing 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).

430 seniors received 191,985 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 who complete a comprehensive assessment of the person's home. Those served through Care Management do not qualify financially for the Medicaid Waiver program.

220 seniors received 1,237 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, communicates with referral sources (physicians, family members, primary caregivers, etc.) regarding compliance with medication regimen, and family/caregiver/client education and training.

7 seniors were provided with

488 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.

21 seniors were assisted

446.25 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.

2,046 seniors received

643,792 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.

86 seniors received

1,306.5 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. Classes are 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 **171** caregivers served in total for both programs in FY 2024. Of those that completed the survey report: **100%** 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.

33 seniors were provided with
12,784 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:

68 caregivers received
8,221.25 hours of respite.

Kinship Respite:

28 caregivers received
2,063 hours of respite

Community

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

A Matter of Balance (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 in the third session and continues through session eight. Classes are provided in person or via Zoom. There were **54** participants in this program in FY 2024. Surveys were given to each participant at the end of the program. Of those who completed the survey: **80%** 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 updating 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)

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 15 in-person classes held each week. The results are as follows: **304** participants have participated in AFEP for more than 12 months. The median age is **80** years old. In the past six months, **57%** increased their strength, and **61%** increased their flexibility, as a result of AFEP classes. Two Hundred seventy-one (**271**) Registered SilverSneakers members attended the classes. There were **337** graduates in FY 2024.

SilverSneakers Stability-Flex Program

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)

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, **83%** were more confident they could manage their diabetes. In FY 2024 there were **49** graduates of the DPATH program. **Seventy-three (73) percent** were very satisfied with taking the DPATH class.

Senior Oral Health Cleaning

are offered through our partnership with the Mott Community College Dental Hygiene Clinic, where oral cleanings are provided to seniors in need. A \$10,000 grant was awarded on July 30. **400** senior oral health cleanings will be provided with those funds. In September 2024, **27** senior oral health cleanings were completed.



Medicare/Medicaid Assistance Program (MMAAP)

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 and 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 2024

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.

174 outreach events

6,750 total attendees



Community

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

Art Therapy

Flint Senior Lives Matter Community Workers implemented Art Therapy in the fiscal year 2018. The Community Workers used adult coloring books to help facilitate group sessions. The objective of the group sessions was to break down social isolation barriers, present coping mechanisms for stress, and identify issues resulting from the Flint water crisis. During the 2024 fiscal year, the Community Workers facilitated eight-week group sessions in senior centers, complexes, and adult foster homes. Individual stress levels were measured using a pre/post-test to help identify if there was a stress reduction from participating in the Art Therapy group. Seniors who participated in the classes reported that social interaction, stress relief, and relaxation techniques were achieved. Four hundred twenty-three people enrolled in the class, with two hundred twenty-nine completing the eight-week course.



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.

1,811 seniors were given

1,735 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.

576 seniors were given

1,616 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. 147 outreach events were held, and information was given in the form of face-to-face contact, brochures, etc.

3,585 Flint seniors served

Elder Abuse Prevention

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

1,074 individuals were trained at

91 prevention sessions.

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.

1,533 seniors received

56,258 meals

Volunteerism

Valley Area Agency on Aging provides volunteer opportunities by providing the following programs.

Keeping Independent Seniors Safe (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 2024, **93** seniors were served. The results of the FY 2024 surveys are: **76%** of participants said they had feelings of loneliness before enrolling in KISS, **83%** stated they felt less lonely being in the KISS program. Before joining KISS, **46%** said they sometimes felt unsafe in their home. After joining KISS, **80%** said they felt safer in their homes due to daily contact with their KISS caller. Eighty (**80**) percent agreed that being in the KISS program is helping them live independently, and **91%** of the participants enjoy socializing with their KISS caller.

Chatting Helps Aging Adults Thrive (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 2024, **39** seniors received phone calls from **21** senior volunteers and 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)

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 2024, there were **118** active AmeriCorps Seniors/RSVP volunteers serving at 24 host sites.

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 174 outreach events reaching 6,750 people. Among the 6,750 attending those events, there were 980 Caregivers reached. There were approximately 840 referrals made for services on behalf of caregivers. During FY 2024, 17,312 calls were received inquiring about services and programs available in the community. The data listed below reflects some of the requests received during FY 2024 as well as the greatest needs indicated by our seniors and referral sources:

Call/Referral Type # of Intakes

INFORMATION	3,409
MI CHOICE WAIVER	371
TRAGETED CARE MANAGEMENT	53
COMMUNITY TRANSITION SERVICES	186
HOME DELIVERED MEALS	1,086
GATEKEEPER-CONSUMERS ENERGY	1
KISS PROGRAM	19
FLINT SENIORS LIVES MATTER	
WATER CRISIS	613
GENESEE COUNTY MILLAGE	452
CASE MANAGEMENT	148

Incoming Calls & Referrals

INCOMING CALLS	17,312
HOSPITAL REFERRALS	586
ELECTRONIC INTAKES	6,285

Electronic Referral Source

WEBSITE	1,885
FAX	586
MI BRIDGES	1,553
FIND HELP	138
HEALTHIFY	14
TOTAL REFERRALS RECEIVED	4,176

Greatest Needs Identified by Caller # of Requests

HOME DELIVERED MEALS	635
PERSONAL CARE	341
HOSE-KEEPING ASSISTANCE	283
IN-HOME ASSISTANCE	247
ADULT IN-HOME RESPITE CARE	116
LOCAL TRANSPORTATION	58
MEDICAID WAIVER INFORMATION REQUEST	98
COMMUNITY TRANSITIONS SERVICES	51
CARE/CASE MANAGEMENT	32
ADULT DAY PROGRAMS	33
MEDICAID APPLICATION ASSISTANCE	28
MEDICAL EQUIPMENT/SUPPLIES	19
HOME MAINTENANCE & MINOR REPAIR SERVICES	12
ASSISTED LIVING FACILITIES	2
MEDICARE INFORMATION/COUNSELING	12
CONGREGATE MEALS/NUTRITION SITES	3
INDEPENDENT LIVING COMMUNITIES/COMPLEXES	9
LOW-INCOME/SUBSIDIZED PRIVATE RENTAL HOUSING	22



FY 2024 Summary

REVENUE

Federal Grants	\$ 17,881,222
State Grants	5,161,827
Private Grants	634,780
Local Match	22,000
Other Local Grants and Revenue	98,774
Interest and Dividend Income	418,466
Unrealized Gain (Loss) on Investments	<u>683,020</u>
Total Revenue	<u>24,900,089</u>

EXPENDITURES

AAA Administration	\$ 770,801
Title III-B Services	695,803
Congregate Meals	689,530
Home Delivered Meals	1,989,588
Disease Prevention/Health Promotion	109,615
National Family Caregiver Support	360,488
Elder Abuse Prevention	8,992
Long-Term Care Ombudsman	60,066
Nutrition Services Incentive Program (NSIP)	373,664
State Access	40,935
State In-Home Services	976,574
State Alternative Care Services	160,564
State Care Management	359,908
State Merit Award	181,487
State Aging Network	63,835
State Respite	59,142
State Caregiver Support	22,392
Targeted Case Management	81,202
MI Choice Medicaid Waiver	13,649,675
Caregiver Resource Center Grant	124,432
Community Transition Services	678,428
Veterans Administration	348,954
Genesee County Millage Information & Assistance	170,460
Genesee County Millage Care Management	293,053
Medicare/Medicaid Assistance Program (MMAP)	85,766
Retired and Senior Volunteer Program (RSVP)	186,797
Flint Senior Lives Matter - Water Crisis	100,000
Keeping Independent Seniors Safe (KISS)	55,459
Other Local Grants	<u>51,760</u>
Total Expenditures	<u>22,749,370</u>

Revenue in Excess of Expenditures	<u>\$ 2,150,719</u>
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FY 2024 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 \$2,271,630 was received in Region 5 in FY 2024.

<u>Contributor</u>	<u>Amount</u>	<u>Purpose</u>
Fundraising and Donations	\$ 71,534	Senior Power Day and Senior Services
Michigan Department of Health & Human Services (MDHHS)	688,301	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)	27,859	Retired and Senior Volunteer Program (RSVP)
Bureau of Aging, Community Living, and Supports (ACLS)	124,432	Caregiver Resource Center Program
Bureau of Aging, Community Living, and Supports (ACLS)	81,202	Targeted Case Management
Delta Dental	10,000	Assistance with Dental Cleanings for Seniors
Baldwin Society	5,000	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)	85,218	Assistance with Medicare/Medicaid
The United Way of Genesee County	35,000	Keeping Independent Seniors Safe (KISS)
The United Way of Genesee County	100,000	Retired and Senior Volunteer Program (RSVP)
Tivity Health Services, L.L.C.	19,585	SilverSneakers Exercise Program
Medicare	3,415	Medical Nutrition Therapy (MNT)
McLaren Community Health	3,720	Community Health Worker Program
Veteran's Administration	377,851	Veteran Services
Total Resource Development	<u>\$ 2,271,630</u>	

*Resource Development dollars are included in revenue.

2024 Service Providers

A&M, Inc.
Access Builders
Active Adult Day Health, Inc.
Advisacare Healthcare Solutions, Inc.
Aiding Hearts, LLC
Allegiance Global Solutions, LLC
Americana Seniors of Davison
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
Cottage of Davison
Cranberry Park of Clio
Cranberry Park Memory Care of Clio
Cranberry Park Transitions of Clio
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 Service Home Health
Care LLC
His Way Home Care, LLC
Hispanic Service Center
Home Care Alternatives
Homestyle Direct
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
Mama Bears Cleaning
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.
Precious Places LLC
Purfoods LLC, DBA, Mom's Meals
Reformation Home Health
Quality Homecare Service
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.
 Serene Meadows of Grand
Blanc I & II
Serenity Home Health, Inc.
Shiawassee Area Transportation Agency
Shiawassee Council on Aging
Sobak's Home Medical, Inc.
Spartan Healthcare Staffing 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

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**This Annual Report is Dedicated
to the following:**

*Dr. Barbara Mercer and
Mr. Glenn Wilson for their
years of dedicated service on the
VACACA Board of Directors*





Valley Area Agency On Aging

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



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