



Valley Area Agency On Aging

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

2025 ANNUAL REPORT



ALL THINGS SENIOR!



valleyareaaging.org
810-239-7671

MISSION:

Valley Area Agency on Aging (VAAA) provides answers, action and advocacy on care for the elderly and disabled adults of Genesee, Lapeer, and Shiawassee Counties, by enhancing lives, empowering choice, sustaining independence and supporting caregivers and families.

We are all things senior!

2025 BOARD OF DIRECTORS



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2025 YEAR IN REVIEW: ORGANIZATIONAL HIGHLIGHTS



Valley Area Agency on Aging (VAAA) concluded 2025 with exceptional accomplishments that reflect our continued leadership, innovation, and commitment to excellence in serving older adults, caregivers, and the broader community across Genesee, Lapeer, and Shiawassee Counties. These accomplishments reflect the support and collective efforts of the VAAA Board of Directors, Advisory Council, Provider Network, Senior Advocates, Volunteers, and the VAAA Team. Together, we continue to advance our mission and build strong partnerships that positively impact the lives of seniors and caregivers across our region.

VAAA maintained its milestone achievement by placing first statewide among 19 agencies in the 2025 MI Choice Waiver Clinical Quality Assurance Review (CQAR), marking the second year in a row – and only the second time ever – that it has earned this top ranking. This distinction underscores the agency’s unwavering focus on quality, compliance, and client-centered service delivery. Overall performance further reflected this strength, with 99.8% compliance in record reviews and 99.59% compliance in home visit and interview evaluations.

Significant investments were made to enhance accessibility, wellness, and community engagement. VAAA launched a redesigned, user-friendly website with expanded caregiver-focused resources and became certified to offer Silver&Fit and Active&Fit, broadening health and wellness opportunities for older adults throughout the region.

The agency also expanded its Artistic Recreational Therapy for Seniors (ARTS) program through the addition of the Flint Area Community Connect (FACC) initiative. This program addresses social isolation and caregiver burden through innovative partnerships and programming, including art gallery tours, creative workshops, music therapy, and collaborative cultural events designed to support memory, communication, and emotional well-being.

Intergenerational engagement remained a priority through the Pen Pal Program, in which the Retired and Senior Volunteer Program (RSVP) and Valley Volunteers supported 160 students through mentoring and tutoring. As a result, 80% of participating students demonstrated academic improvement, highlighting the measurable impact of community-driven volunteerism.

To ensure organizational sustainability and strong leadership, VAAA delivered a comprehensive six-month leadership development program for agency leaders at all levels. Facilitated by Coeus Creative Group, LLC, the training strengthened leadership capacity in accountability, trust, effective communication, boundary-setting, and staff well-being.

2025 SERVICES

- A Matter of Balance
- Adult Day Services
- Art Therapy
- Arthritis Foundation Exercise Program
- Care Management Programs
- Caregiver Training and Education Programs
- Case Coordination & Support
- Chatting Helps Aging Adults Thrive (CHAAT)
- Community Transition Services (CTS)
- Congregate Meals
- Diabetes Personal Action Towards Health
- Elder Abuse Prevention & Education
- Flint Senior Lives Matter
- Gatekeeper Program
- Health & Wellness Programs
- Home Delivered Meals
- Home Injury Control
- Independence by Choice
- In-Home Services (Personal Care/Homemaker)
- Information & Assistance
- Intake 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
- Medical Nutrition Therapy
- Medication Management
- MI Choice Waiver Program
- Oral Health Cleanings
- Outreach
- Respite Services In-Home & Out-of-Home
- Retired & Senior Volunteer Program (RSVP)
- Senior Millage Care Management
- Silver&Fit
- SilverSneakers Classes
- Virtual Dementia Tours



HOME

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

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 an institution such as a Nursing facility. VAAA provided nursing home-level care at an average cost of \$71.46 daily.



437 seniors received
7,305,700 hours of service

In Home Services Personal Care/Homemaker

Provides in-home assistance with activities of daily living (ADL) for individuals.



389 seniors received
42,146.75 hours of service

Care Management (CM)

Provides case management services for seniors who need assistance. Eligible participants receive the services of a nurse and a social worker who complete a comprehensive assessment of the person's home.



192 seniors received
1,062 hours of service

Medication Management

Provides assistance in managing the use of both prescription and over-the-counter (OTC) medication which includes a face-to-face review of client's prescriptions. Communication is also made to referral sources regarding compliance with medication regimen.



7 seniors were provided with
836 hours of medication
management

HOME

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

Home Injury Control Assistive Devices & Technology Personal Response Units

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



101 seniors received
271.5 hours of assistance

Case Coordination

Includes the assessment and reassessment of individual needs, development and monitoring of a service plan, identification of and communication with 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.



74 seniors received
1,263 hours of service

Targeted Case Management

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.



36 seniors were served

Community Transition Services

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



145 nursing facility residents served
53 transitioned from nursing home to community living

Home Delivered Meals

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



1,644 Home Delivered meal clients,
469,607 meals served

CAREGIVER

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



Adult Day Services

- 27 seniors received 11,556.10 hours of service



Respite

- 65 caregivers received 5,854.75 hours of respite



Kinship Respite

- 25 individuals received 1,976 hours of respite



Dementia Caregiver Series/ Savvy Caregiver

- 92 caregivers attended 11 classes
- 94% of participants learned new skills to communicate more effectively with a person with dementia and recognize that self-care is important



Dementia Friendly Movies

- 80 caregivers and persons with Dementia attended 4 movies at NCG Cinemas in Grand Blanc, MI

Caregiver Education:
738 clients, 116 units

Caregiver Information and Assistance Provided at Outreach Events:
738 caregivers reached

Caregiver Referrals:
989 referrals

Caregiver Support Group:
32 clients, 5 units

Caregiver Corner - Facebook Social Media Group:
440 members

Kinship Caregiver Assistance:
59 Caregivers Assisted

COMMUNITY

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

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.



1,562 Congregate meal clients
55,398 Units

Senior Oral Health Cleanings

Offered through our partnership with Mott Community College Dental Hygiene clinic and Delta Dental Foundation.



169 oral health cleanings
were provided to seniors

Long Term Care Ombudsmen

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



334 Clients were served,
3,511 hours of assistance which include 91
routine visits, 76 non-routine visits, and 167
visits to AFC and HFA's

Flint Senior Lives Matter

The Flint Senior Lives Matter program was developed to focus on the many needs of seniors affected by the Flint Water Crisis.



3,984 Flint seniors were served

COMMUNITY

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

Art Therapy

Flint Senior Lives Matter community workers implemented art therapy in fiscal FY 2018. The objective of the group sessions is to break down social isolation barriers, present coping mechanisms for stress, and identify issues resulting from the Flint water crisis.



433 participants enrolled and 192 completed the Art Therapy Class

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.



2,029 clients were served at 97 private sessions

Outreach Events

Events across the community highlight the services offered by VAAA. These events are held at community parks, libraries, senior centers, or community centers.



116 outreach events
4,923 Total attendees

Legal Assistance

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



237 clients were given
1,234 hours of assistance

COMMUNITY

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

A Matter of Balance

- 55 graduates, 5 locations
- 82% of participants who completed the class are confident they can find a way to get up after a fall

Diabetes Personal Action Towards Health

- 29 graduates, 5 classes
- 85.5% of those who completed the class were very confident they could manage their diabetes

Arthritis Foundation Exercise Class

- 358 graduates
- 13 classes, 11 locations
- 57% of participants increased their strength
- 46% who completed the class have been attending for more than a year

Educational Presentations

- 10 presentations/events
- 170 participants
- Topics included: Understanding Mealtime & Dementia Behaviors, Cooking for One, Freezer Tips, Healthy Eating on a Budget, Nutrition As We Age and Virtual Dementia Tours

SilverSneakers Stability

- 86 graduates
- 5 classes: 4 in person, 1 via Zoom
- 15 is the average number of SilverSneakers members in Stability classes

Total Number of Participants in Wellness Programs

742



VOLUNTEERISM

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

Keeping Independent Seniors Safe (KISS)

KISS is a telephone reassurance program for older adults who wish to live independently and want to feel safe and more secure in their own home. Callers verify the participant's well being with daily phone calls Monday through Friday.



122 seniors were served and 80% of participants felt safer in their homes due to daily contact with their KISS callers

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.



40 seniors received phone calls from 21 volunteers and Inter-generational volunteers and 100% of the participants reported enjoying the socialization of the CHAAT call

Retired & Senior Volunteer Program (RSVP)

RSVP is part of the National Service Program, AmeriCorps Seniors, that matches volunteers aged 55+ with local non-profit organizations in the community. Services provided include telephonic reassurance calls, transportation to out-of-county wellness appointments using their own vehicle, food-prep assistance, and tutoring/mentoring adults working on their GED.



104 active AmeriCorps Seniors/RSVP volunteers served 24 host sites in Genesee, Shiawassee and Lapeer counties

INFORMATION & ASSISTANCE

The Information & Assistance department provides answers and action for many of the inquiries and concerns facing our aging and disabled population. They are the front door to VAAA and provide answers for “**All Things Senior**”. During FY 2025, 15,338 calls were answered. The data listed below reflects some of the requests received during FY 2025.

Call/Referral Type	Number of Intakes
Information	3,491
MI Choice Waiver	328
Targeted Case Management	22
Community Transition Services	217
Home Delivered Meals	966
Gatekeeper (Consumer's Energy)	0
KISS/CHAAT Program	33
Flint Senior Lives Matter Water Crisis	416
Genesee County Senior Millage	594
Care Management	94

Incoming Calls & Referrals	Number of Calls
Incoming Calls	15,338
Hospital Referrals	492
Electronic Intakes	6,161

Electronic Referral Source	Number of Referrals
Website	1,811
Fax	447
MI Bridges	1,696
FindHelp	184
Healthify	0
UniteUs	0

Greatest Need Identified by Caller	Number of Requests
Home Delivered Meals	213
Personal Care	281
House-Keeping Assistance	231
In-Home Assistance	234
Adult In-Home Respite Care	98
Local Transportation	57
Medicaid Waiver Information Request	81
Community Transition Services	25
Case/Care Management	12
Adult Day Programs	9
Medicaid Application Assistance	29
Medical Equipment/Supplies	8
Home Maintenance and Minor Repair Services	13
Assisted Living Facilities	10
Medicare Information/Counseling	12
Congregate Meals/Nutrition Sites	3
Independent Living Communities/Complexes	5
Low Income/Subsidized Private Rental Housing	11

FY 2025 Summary

REVENUE

Federal Grants	\$ 14,869,042
State Grants	9,121,852
Private Grants	544,513
Local Match	22,000
Other Local Grants and Revenue	205,776
Interest and Dividend Income	511,373
Unrealized Gain (Loss) on Investments	347,396
Total Revenue	<u>\$ 25,621,952</u>

EXPENDITURES

AAA Administration	\$ 298,881
Title III-B Services	591,393
Congregate Nutrition	462,477
Home Delivered Meals (HDM)	1,575,701
Nutrition Services Incentive Program (NSIP)	325,523
Disease Prevention/Health Promotion	45,144
National Family Caregiver Support	283,569
Elder Abuse Prevention	8,926
Long-Term Care Ombudsman	152,189
State Access	40,665
State In-Home Services	1,082,197
State Alternate Care Services	158,966
State Care Management	359,908
Merit Award Trust Fund	180,287
State Aging Network	63,413
State Respite	132,101
State Caregiver Support	22,244
Targeted Care Management	65,551
Caregiver Resource Center Program	153,617
MI Choice Medicaid Waiver	13,985,372
Community Transition Services	607,835
Veterans Administration	762,916
Genesee County Millage Information & Assistance/HDM Assessments	251,460
Genesee County Millage Care Management	293,053
Medicare/Medicaid Assistance Program	41,817
Retired and Senior Volunteer Program (RSVP)	192,270
Flint Senior Lives Matter - Water Crisis	100,000
Keeping Independent Seniors Safe (KISS)	49,173
Other Local Grants	309,766
Total Expenditures	<u>\$ 22,596,414</u>
Revenue in Excess of Expenditures	<u>\$ 3,025,538</u>

FY 2025 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 \$2,662,604 was received in Region 5 in FY 2025.

Contributor	Amount	Purpose
Area Agency on Aging Association of Michigan (4AM)	\$ 15,000	Caregiver Resource Center Grant
Area Agency on Aging Association of Michigan (4AM)	10,000	Impart Alliance - Assistance to DCW Workers
Baldwin Society	5,000	Assistance with Gaps in Senior Services
Bureau of Aging, Community Living, and Supports (ACLS)	153,617	Caregiver Resource Center Program
Bureau of Aging, Community Living, and Supports (ACLS)	65,551	Targeted Care Management
Bureau of Aging, Community Living, and Supports (ACLS)	27,859	Retired and Senior Volunteer Program (RSVP)
Corporation for National & Community Services (CNCS)	75,000	Retired and Senior Volunteer Program (RSVP)
Fundraising and Donations	65,188	Senior Power Day and Senior Services
Genesee County Offices of Senior Services	293,053	Case Management Services
Genesee County Offices of Senior Services	251,460	Information & Assistance Intake Services/Home Delivered Meal (HDM) Assessments
McLaren Community Health	1,020	Community Health Worker Program
Medicare	518	Medical Nutrition Therapy (MNT)
Medicare/Medicaid Assistance Program (MMAP)	39,024	Assistance with Medicare/Medicaid
Michigan Department of Health & Human Services (MDHHS)	100,000	Flint Senior Lives Matter Grant (Flint Water Crisis)
Michigan Department of Health and Human Services (MDHHS)	716,650	Community Transition Services (CTS)
Michigan Department of Health and Human Services (MDHHS)	23,132	State Long-Term Care Ombudsman Support
The United Way of Genesee County	50,000	Retired and Senior Volunteer Program (RSVP)
The United Way of Genesee County	35,000	Keeping Independent Seniors Safe (KISS)
Tivity Health Services, L.L.C.	18,882	SilverSneakers Exercise Program
Veteran's Administration	716,650	Veteran Services
Total Resource Development	\$ 2,662,604	

*Resource Development dollars are included in revenue.

2025 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
 Charter Senior Living of Stepping Stone Falls
 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
 Divine Needs Assisted Living, LLC
 Double Dragon Tang Soo Do
 Family Home Health Care Services
 FDX2 Ventures, LLC- Rehabitat Solutions
 First Day Homecare, LLC
 First Light Homecare
 Flint Family Pharmacy
 Flushing AL Operations, LLC Majestic Care of Flushing
 Friends Who Care, Inc.
 GCCARD
 Golden Heart Home Services, LLC
 Grand Blanc Fields Assisted Living
 Greater Lapeer Transportation Authority
 GT Independence
 Guardian Medical Monitoring, Inc.
 Hampton Manor of Montrose
 Heard Home Care Solutions
 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
 Instant Comfort Home Care, LLC
 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
 Living Joy Assisted Living, Inc.
 Lyorflash Home Care
 Mama Bears Cleaning
 Mass Transportation Authority
 Maxim Healthcare Service, Inc.
 McFarlan Home
 Mercy Plus Healthcare Services
 Merry Care, LLC
 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
 Presbyterian Villages of Michigan
 Court Street Village
 Reformation Home Health
 Quality Homecare Service
 Region VII Area Agency on Aging
 Reliahealth Home Care, LLC
 Right at Home 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.
 SATA
 Shiawassee Council on Aging
 Sobak's Home Medical, Inc.
 Spartan Healthcare Staffing Services
 MSP 2024, LLC DBA Sugarbush 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
 Trusted Home Care Services, LLC
 Unity Adult Day Care
 Valued Relationships, Inc. Water Brooks Living
 WDC Enterprises, Inc. Conquest AFC
 YMCA of Greater Flint

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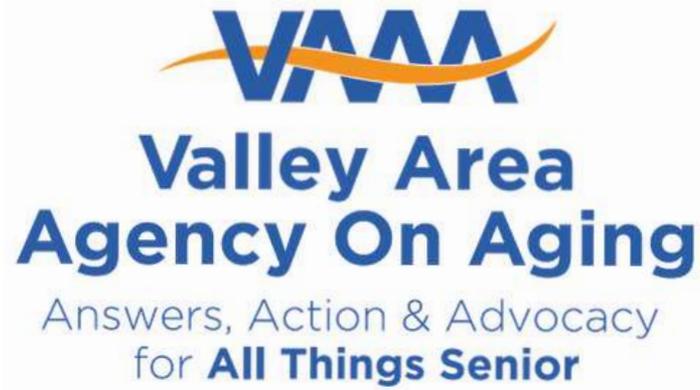


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This report is dedicated to our staff, whose commitment and teamwork make our mission possible. Your dedication strengthens our work today and guides our vision for tomorrow.





Valley Area Agency On Aging

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

<p>In Home Services</p> 	<ul style="list-style-type: none"> • Personal Care • Medication Management • Respite • Emergency Response Units • Home Delivered Meals • Telephonic Wellness Checks
<p>Health Access Information</p> 	<ul style="list-style-type: none"> • Information & Assistance • MI Choice Waiver Program • Nursing Home -Transition • Care Management Services
<p>Wellness Programs</p> 	<ul style="list-style-type: none"> • Matter of Balance • Arthritis Foundation Exercise Program • Art Therapy • Creating Confident Caregivers • Dementia Caregiver Series • Diabetes PATH • Drums Alive Golden Beats • SilverSneakers and Silver& Fit Exercise Classes

Valley Area Agency on Aging is a non-profit agency serving persons 60 and older and/or disabled individuals of Genesee, Lapeer and Shiawassee Counties. If you are living with disabilities or concerned about the well-being of an older adult please contact us for more information on our programs and services.

810-239-7671

www.valleyareaaging.org

Making a Difference

Valley Area Agency on Aging relies on community support to help provide vital services to seniors in need. Your donation will support a wide range of programs.



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