



2017 Annual Report



Helping older adults, adults with disabilities and family caregivers

Dear Friends



Karen Wintringham
Chair, Board of Directors



Michael Karson
President & CEO

The annual report is an opportunity to reflect back on the past year, take stock of our accomplishments and open ourselves to the next phase of development. For the Area Agency on Aging 1-B (AAA 1-B) this past year was one of positive transition. For only the second time in our over 40-year history, the agency experienced a change in leadership. Michael Karson was engaged as the new CEO of the AAA 1-B this past October 2017. His experience in both healthcare and aging services will position the agency to perform successfully in a highly regulated environment as the convergence of health services and community-based long term care services continues at both a national and state level.

The AAA 1-B has a history of innovation and achievement. In 2017, we realized several key outcomes that will help position the AAA 1-B for growth and development. The agency was awarded a Three-Year Accreditation from the National Committee for Quality Assurance (NCQA) in Case Management for Long-Term Services and Supports (CM-LTSS). NCQA accreditation is the most comprehensive evaluation in the healthcare industry, and demonstrates that an organization is well-managed and delivers high quality care and service. This accreditation strengthens our position as a key organization in delivering comprehensive long-term care home and community-based services.

We were selected by Washtenaw Coordinated Funders to serve as the Sector Leader for Washtenaw County's Aging Services Sector starting in FY 2018. In this role the AAA 1-B will foster enhanced outcome measurement, collaboration, systems change and resource development in partnership with local organizations. We are excited about this opportunity and look forward to working together to achieve positive outcomes and improve the quality of life of older adults in Washtenaw County.

Other focuses included continuing to grow our health and wellness programming for older adults and family caregivers and advocating successfully to increase state funding for senior services via our efforts with the Silver Key Coalition. Our work with health and wellness continued strategically to align our services with the national emphasis on health prevention and wellness, while Silver Key advocacy efforts resulted in a \$3.6 million increase for state funded home delivered meals and in-home services in 2018.

While 2017 was a year of transition, it was also a year of notable achievements - achievements that have and will improve the lives of older adults, adults with disabilities and family caregivers. We are very grateful for our many partners who provide quality programs and services, to our dedicated staff for their outstanding contributions and to the members of our Board of Directors and Advisory Council who provide strategic and thoughtful guidance. On behalf of the AAA 1-B, thank you, and we look forward to working with all of you in 2018.

Sincerely,

A handwritten signature in black ink that reads "Karen Wintringham".

Karen Wintringham
Chair, Board of Directors

A handwritten signature in black ink that reads "Michael Karson".

Michael Karson
President & CEO

2017 Highlights



The agency achieved a 3 Year Accreditation from the National Committee for Quality Assurance (NCQA) in Case Management for Long-Term Services and Supports (CM-LTSS).

NCQA is a private, nonprofit organization dedicated to improving healthcare quality. NCQA accreditation demonstrates that an organization is well-managed and delivers high quality care and service.

The AAA 1-B was selected by Washtenaw Coordinated Funders to serve as the Sector Leader for Washtenaw County's Aging Services Sector. In this role the AAA 1-B will foster enhanced outcome measurement, collaboration, systems change and resource development in partnership with local organizations serving older adults in Washtenaw County.

Michigan Department of Health and Human Services Health Innovations grant funding enabled the AAA 1-B to purchase and distribute 700 Deterra drug disposal pouches to caregivers and homebound older adults; these pouches allow prescription medications, including opioids, to be disposed of safely at home.



2,673 seniors and adults with disabilities, an 18% increase, were served through our myride2 mobility management service that helps connect callers with affordable, appropriate transportation options.

38,895 individuals were linked to services and resources through our AIRS accredited Resource Center.



525 Medicare beneficiaries received one-on-one counseling regarding a concern with Medicare fraud and abuse through the Medicare Medicaid Assistance Program (MMAP).

243 senior immigrants, received services such as food assistance, translation services, and citizenship test preparation help through the Older Adult Refugee grant funded through the Aging and Adult Services Agency (AASA).



1,302 meals were served to 140 older adults residing in Marysville, Sterling Heights and Warren who participated in a pilot program that provided congregate meals in local restaurants through a voucher based system. The Council on Aging, Inc., serving St. Clair County continues to provide this innovative service in Marysville. Funding for the program was provided through a grant received from the Community Foundation for Southeast Michigan.

Eight AAA 1-B staff became certified to provide the Chronic Pain PATH evidenced-based program, new training for adults and their caregivers with long-term pain management issues.

The AAA 1-B introduced two new caregiver wellness programs: Powerful Tools for Caregivers and R.E.S.T. (Respite, Education, and Support Tools). Both programs are designed to provide family members caring for an older loved one with information and tools to improve the overall caregiving experience for both the caregiver and the care recipient.

17 additional trainers were certified to support the expansion of our wellness programming division which now includes chronic disease self-management, falls prevention, family caregiving, volunteer caregiving, cancer self-management, diabetes self-management and chronic pain self-management.

Our staff provided leadership to the Silver Key Coalition advocacy effort that resulted in a \$3.6 million increase for state funded home delivered meals and in-home services in 2018, and in total, a 41% increase in state general fund's for Aging and Adult Services Agency (AASA) services to support older adults over the next four years.



The AAA 1-B partnered with Blue Cross Blue Shield of Michigan to create the Tess Canja Innovation Award that recognizes service providers across Michigan who created innovative programs to stretch public dollars and deliver a higher level of in-home services. A total of \$3,500 was awarded in cash prizes to four organizations across the state. The Costick Center in Farmington Hills was recognized for their use of special needs students in the preparation of home delivered meals as a work skills development opportunity, which has led to hiring several of the young adults upon graduation.

Service Reports

Community Service Report

The Area Agency on Aging 1-B receives designated federal funding through the Older Americans Act, state funding through the Aging and Adults Services Agency, and local county contributions to support key services for adults, 60 years of age and older in our region. The AAA 1-B then contracts with local organizations to directly provide these services within each county.

Contracted Services: Units Provided and Older Adults Served

SERVICE	UNITS	OLDER ADULTS SERVED
Adult Day Care	94,957	268
Chore	35,963	2,659
Congregate Meals	302,251	11,517
Elder Abuse Prevention	2,189	2,404
Evidence Based Health Programs	5,852	810
Grandparents Raising Grandchildren	2,170	150
Hearing Assistance Services	3,102	1,503
Home Injury Control	2,556	835
Home Delivered Meals	1,929,601	11,337
Legal Services	13,639	3,761
Long Term Care Ombudsman	6,633	9,450
Resource Advocacy	20,314	9,195
Volunteer Caregivers	15,454	484

Clinical Services Report

The AAA 1-B receives funding from the Michigan Department of Health and Human Services to provide in-home services through the MI Choice Medicaid Waiver program and Community Transition Service; funding from the Aging and Adult Services Agency to provide in-home services through the Community Care Management and Community Living Program; and the agency has a partnership with Veterans Administration to provide in-home services to qualified veterans.

Individuals Served through Community Support Services Programs

County	Community Care Management (CCM) (includes Rapid Response Respite)	Community Living Program (CLP)	MI Choice Medicaid Waiver Program	Community Transition Service (CTS)	Veterans Administration HCBS
Livingston	3	110	59	6	1
Macomb	21	322	263	13	11
Monroe	10	277	49	4	0
Oakland	16	619	600	27	24
St. Clair	0	33	41	3	4
Washtenaw	7	201	108	6	1
Total Served	57	1,562	1,120	59	41

Units of service provided:		Funds expended (unaudited):	
CLP	953,044	CLP	\$3,646,147
CCM	3,171	CCM	\$14,965
MI Choice & CTS	4,158,083	MI Choice & CTS	\$25,361,952
VA-HCBS	233,040	VA-HCBS	\$1,032,657
Total units of service	5,347,338	Total funds expended	\$30,055,722



List of Community Partners

- Catholic Charities of Southeast Michigan
- Catholic Social Services of Washtenaw
- City of Farmington Hills
- Deaf & Hearing Impaired Services
- Disability Network Oakland & Macomb
- Frenchtown Senior Center
- Interfaith Volunteer Caregivers
- Jewish Family Services of Washtenaw
- Jewish Vocational Service
- Lakeshore Legal Aid
- Livingston County Catholic Charities
- Livingston County Senior Nutrition Program
- Living Independence for Everyone
- Macomb Community Action
- Michigan Advocacy Program
- Monroe County Opportunity Program
- Monroe County Senior Legal Services
- National Council of Jewish Women
- National Kidney Foundation of Michigan
- Neighborhood Legal Services
- Oakland Livingston Human Services Association
- Oakland Meals on Wheels
- Older Persons' Commission
- Pontiac Meals on Wheels
- The Council on Aging, Inc., serving St. Clair County
- Washtenaw County Office of Community and Economic Development
- Waterford Senior Center
- Western Oakland Meals on Wheels

Awards & Recognitions

Sandra K. Reminga Lifetime Achievement Award

Mary Ablan

Former Executive Director, Michigan Association of Area Agencies on Aging



In honor and recognition of her 32 years of outstanding leadership as the Executive Director of the Area Agencies on Aging Association of Michigan and her dedication and passion to helping enhance the lives of older adults. In that role, Mary helped to create many institutions in Michigan senior advocacy efforts that remain today, including Older Michiganians Day, Michigan Senior Advocates Council (MSAC), and a weekly advocacy newsletter. Most recently she secured a \$5 million Michigan Health Endowment Fund grant to spread evidence-based disease prevention programs across the state.

Public Service Leadership Award

Michigan Senior Advocates Council (MSAC)

In honor of MSAC's dedication to advancing policy that supports Michigan seniors through its strong advocacy efforts with state legislators and for its role and support in advocating as part of the Silver Key Coalition, a group of statewide organizations that advocate for state government to make Michigan a no wait state for senior in-home services.



Service Provider Leadership Award

LaJoy Group

In recognition of the organization's commitment to the AAA 1-B mission through their quality in service delivery, participation in and contributions to the AAA 1-B strategic planning efforts, and their ongoing support of the AAA 1-B fundraising efforts to help enhance the lives of older adults and adults with disabilities in the communities we serve.



Area Agency on Aging 1-B Extra Degree Employee Award

In recognition of performance excellence:



Angela Lippard
Resource Center Manager



Maebrina Gray
Program Coordinator

Financial Statement

Area Agency on Aging 1-B Statement of Revenue, Expenses and Changes in Unrestricted Net Assets

	Years Ended September 30, 2017 and 2016	
	2017	2016
Changes in unrestricted net assets		
Revenue and support:		
Federal grants	\$ 10,368,511	\$ 10,932,567
State grants	32,467,871	31,278,178
Integrated care program	3,816,582	2,633,094
Local support	4,588,020	4,402,560
Local - county contributions	569,664	582,437
Program income	363,491	331,385
SameAddress program	843,764	376,687
Other income	2,230,807	2,020,638
Interest income	83,992	46,996
Total revenue and support	55,332,702	52,604,542
Program services:		
Support programs	12,416,917	12,302,845
Nutrition program	11,429,810	10,864,037
HCBS Medicaid Waiver	23,745,634	23,205,895
Integrated care program	5,007,948	3,297,538
MHEF program	-	464,942
SameAddress program	1,575,460	1,702,862
MMAP programs	298,402	329,422
Other programs	1,149,481	1,332,954
Total program services	55,623,652	53,500,495
Supporting services:		
Management and general	4,084	328,399
Total expenses	55,627,736	53,828,894
Decrease in unrestricted net assets before effect of pension liability adjustment	\$ (295,034)	\$ (1,224,352)
Effect of pension liability adjustment	\$ 412,998	\$ (114,212)
Increase (decrease) in unrestricted net assets	\$ 117,964	\$ (1,338,564)
Unrestricted net assets - beginning	5,355,052	6,693,616
Unrestricted net assets - ending	\$ 5,473,016	\$ 5,355,052

The above information represents one of the agency's basic financial statements. To obtain further information regarding the agency's financial performance, interested parties should examine a complete set of the audited annual financial statements.

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Michigan Senior Advocates Council Representatives

Floreine Mentel
Dr. Joseph Sucher
Mark Swanson
Tom Zaremba



Vision

Independence and well being for those we serve.

Values

Teamwork: We engage all of our stakeholders in an environment that promotes teamwork, partnership, and collaboration.

Integrity: We are committed to the highest levels of integrity, financial responsibility, ethical and honest behavior, and transparency.

Quality: We strive for excellence in the performance of our duties and provision of services that are timely, affordable, accessible, reliable, and promote personal choice.

Innovation: We are a leader in seeking innovative, visionary, and proactive solutions and approaches in the delivery of services.

Respect: We foster an atmosphere that values the contributions of all employees, volunteers, and community partners. We assist those we serve with the greatest level of respect and compassion and with a high regard for cultural diversity and personal choice.

Mission

Innovative Options + Sustainable Services = Empowered Lives

This report represents the 2017 Fiscal Year of the Area Agency on Aging 1-B starting on October 1, 2016 and ending on September 30, 2017.



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