Person-Centered. People-Powered.
2019 was a year of continued forward movement for the Area Agency on Aging 1-B. Efficiencies and innovation fueled the accomplishment of a twofold goal of further strengthening our financial position while bringing essential services to more of the vulnerable older adults and people with disabilities who need us.

This year, we were able to increase our cash position by $3.6 million (or 66%) by shortening our receivables cycle and moving monies more quickly from our books to the bank. This shift to a stronger cash stance will help ensure the flexibility and stability needed to respond to unforeseen changes in the financial climate, manage any interruptions to our funding stream and continue our critical work. A shift away from a costly legacy pension plan also helped build on our financial strength. This change will save the AAA 1-B approximately $500,000 per year, with no change in income for plan retirees.

New approaches were also key in helping us provide essential services to more seniors. Adding efficiencies in our intake and enrollment processes helped us increase the number of people served in our direct care programs by 15%. This is more people receiving the care in their home they need with independence and dignity.

Our work is important. We are incredibly proud of what we have accomplished and of the employees, contractors and service providers who have contributed to that work. This year, through their dedication and hard work, we:

**Won awards.** Our Medicare Medicaid Assistance Program (MMAP) won the state’s MMAP Team of the Year Award, and one of our own, Melissa Devine, was honored as Site Coordinator of the Year (several volunteers from our team also took top honors). Our Information & Assistance team was honored too. It received the LGBT Adult Mentorship Award from the Michigan LGBT and Aging Initiative. Our connect information and resource guide collected a Hermes Creative Award.

**Secured critical funding.** Working with other aging advocates statewide, our Research, Policy Development and Advocacy Department helped secure a half-million dollar funding increase for specialized transportation. Our Reimagine Caregiving initiative was awarded the $250,000 Ralph C. Wilson, Jr. Foundation Caregiver Prize from the Vital Seniors Community Innovation Competition at Ann Arbor Area Community Foundation. Our Philanthropy staff was busy filling funding gaps as well. They raised over $131,000—surpassing their initial goal.

**Helped those who care.** We continued our focus on caregivers and serving the needs of older adults by supporting those who care for them. We partnered with Trualta, an online educational platform that brings knowledge and expertise into the homes of family caregivers. We also introduced new workshops to give caregivers a better understanding of legal issues around caregiving, build practical skills and gain emotional resilience.

**Gave of ourselves.** Our employees participated in the Alzheimer’s Association Walk to End Alzheimer’s at the Detroit Zoo. Over 30 AAA 1-B employees walked or volunteered and over $3,000 was raised.

We are proud to present our Annual Report for Fiscal Year 2019. We are proud of who we serve, what we do and the people who make it happen. We are also proud to have so many strong supporters who join us in our dedication to serving the older adults, people with disabilities and family caregivers in our region.
Two members of the AAA 1-B Board of Directors are stepping down after many years of service and leadership. Karen Wintringham is leaving the board after serving for nine years. Karen, who has a deep background in the health care industry with a primary focus on older adults, first joined the board in 2011. She served as 1st Vice Chair from 2014 to 2016, and Chairwoman from 2016 to 2020. Karen is also a member of the State Advisory Council on Aging.

R. Andrew (Andy) Hetzel, who is Vice President of Corporate Communications at Blue Cross Blue Shield of Michigan, has served on the AAA 1-B board since 2005. He held the role of 2nd Vice Chair from 2011 to 2016 before moving into the role of 1st Vice Chair—a role he served in from 2016 to 2020.

Thank you to both Karen and Andy for many years of service, leadership and guidance. Your work has left an impact on the Agency, and your legacy is the many seniors who have been helped by the programs and services that you helped shape. Again, thank you! Your wisdom and deep understanding of the senior services landscape will be missed.

2019 Board of Directors
Karen Wintringham, Chair
R. Andrew Hetzel, 1st Vice Chair
Jeff Chang, 2nd Vice Chair
Commissioner Jorja Baldwin
Ronald Borngesser
Howard Collens
Kelli Dobner
Commissioner Andrey Duzyj
Terese Gainer
Sandra Hann
Commissioner Kate Lawrence
Commissioner Penny Luebs
Commissioner Jason Maciejewski
Madelyn McCarthy
Tom Miree
Commissioner Bob Smith
Commissioner Conan Smith
Sue-Anne Sweeney
Commissioner Karl Tomion
Barbara Turner
Commissioner Jason Turner
Marc Zwick
Commissioner Helaine Zack

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Daniel Sier, Chair
Dr. Ruth Dunkle
Gloria Edwards
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Floreine Mentel
Vanessa Metti
Christina Murray
Dr. Joseph Sucher
Mark Swanson
Carol Thompson
Scott Turske
Karen Wintringham, Ex Officio
Tom Zaremba

Michigan Senior Advocates Council Representatives
Floreine Mentel
Dr. Joseph Sucher
Mark Swanson
Tom Zaremba

Consumer Advisory Team
Katherine (Katy) Kay
Ann Pappas
Joan Shaw
Michael Zerkich

The AAA 1-B team accepts the $250,000 Ralph C. Wilson, Jr. Foundation Caregiver Prize. From left to right: Karen Wintringham, Board Chair; Jim McGuire, Director of Research, Policy Development and Advocacy; Amanda Sears, Grant Manager; Michael Karson, AAA 1-B President and CEO.
Last May, Older Michigannians Day brought over 1,000 older adults and advocates to the Capitol to urge more funding for in-home service programs like AAA 1-B’s Community Living Program, home-delivered meals and the MI Choice Medicaid Waiver Program.

The Caring Together podcast was produced as part of the Reimagine Caregiving grant. The podcast featured caregivers from Washtenaw County who shared their own journey, some practical tips and a little inspiration. The podcast was hosted by Jack Baker, a Washtenaw County caregiver and older adult advocate, and Amy Smyth, AAA 1-B Project Coordinator.

Carmen Saucedo, Gold Kudos Award
Carmen Saucedo, Finance Manager, was the first winner of our annual Gold Kudos Award. The Kudos program recognizes employees who go above and beyond to uphold the mission, values and vision of the Area Agency on Aging 1-B.

Carmen was recognized for her outstanding work related to the Agency’s request for proposal process, which helps award contracts for programs funded by monies received via the Michigan Aging & Adult Services Agency. Carmen worked many extra hours—working both directly with applicants and internal staff and board members to help the evaluation process run smoothly and efficiently. Thank you, Carmen for your outstanding contributions and your award!
CONTRACTED SERVICES REPORT

61,183 Older Adults Served Through Community Partnerships

The Area Agency on Aging 1-B receives designated federal funding through the Older Americans Act, state funding through the Michigan Aging & Adult 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, our community partners, to directly provide these services within each county.

Contracted Services:
Units Provided and Older Adults Served in 2019

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>UNITS</th>
<th>OLDER ADULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Care</td>
<td>90,503</td>
<td>242</td>
</tr>
<tr>
<td>Chore</td>
<td>43,755</td>
<td>2,677</td>
</tr>
<tr>
<td>Congregate Meals</td>
<td>337,652</td>
<td>12,402</td>
</tr>
<tr>
<td>Elder Abuse Prevention</td>
<td>3,115</td>
<td>6,939</td>
</tr>
<tr>
<td>Evidence-Based Health Programs</td>
<td>4,494</td>
<td>735</td>
</tr>
<tr>
<td>Grandparents Raising Grandchildren</td>
<td>1,081</td>
<td>133</td>
</tr>
<tr>
<td>Hearing Assistance Services</td>
<td>3,132</td>
<td>1,501</td>
</tr>
<tr>
<td>Home Injury Control</td>
<td>3,313</td>
<td>971</td>
</tr>
<tr>
<td>Home-Delivered Meals</td>
<td>1,939,661</td>
<td>11,131</td>
</tr>
<tr>
<td>Legal Services</td>
<td>20,761</td>
<td>4,339</td>
</tr>
<tr>
<td>Long-Term Care Ombudsman</td>
<td>5,787</td>
<td>11,349</td>
</tr>
<tr>
<td>Resource Advocacy</td>
<td>20,005</td>
<td>8,244</td>
</tr>
<tr>
<td>Volunteer Caregivers</td>
<td>22,252</td>
<td>520</td>
</tr>
</tbody>
</table>

CLINICAL SERVICES REPORT

3,491 Older Adults Served Through Community Partnerships

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, and funding from the Michigan Aging & Adult Services Agency to provide in-home services through the Community Care Management and Community Living programs. The Agency has a partnership with Veterans Administration to provide in-home services to qualified veterans.

Individuals Served through Community Support Services Programs

<table>
<thead>
<tr>
<th>County</th>
<th>Community Care Management (CCM) (includes Rapid Response Respite)</th>
<th>Community Living Program (CLP)</th>
<th>MI Choice Medicaid Waiver Program</th>
<th>Community Transition Service (CTS)</th>
<th>Veterans Administration HCBS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Livingston</td>
<td>7</td>
<td>108</td>
<td>59</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Macomb</td>
<td>46</td>
<td>442</td>
<td>244</td>
<td>2</td>
<td>22</td>
</tr>
<tr>
<td>Monroe</td>
<td>18</td>
<td>441</td>
<td>51</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Oakland</td>
<td>89</td>
<td>822</td>
<td>569</td>
<td>14</td>
<td>33</td>
</tr>
<tr>
<td>St. Clair</td>
<td>5</td>
<td>55</td>
<td>36</td>
<td>-</td>
<td>6</td>
</tr>
<tr>
<td>Washtenaw</td>
<td>25</td>
<td>302</td>
<td>89</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Total Served</td>
<td>190</td>
<td>2,170</td>
<td>1,048</td>
<td>18</td>
<td>65</td>
</tr>
</tbody>
</table>

Units of service provided:
- CLP: 1,065,098
- CCM: 134,167
- MI Choice & CTS: 3,681,426
- VA-HCBS: 237,614

Total units: 5,118,305

Funds expended (unaudited):
- CLP: $5,174,261
- CCM: $670,679
- MI Choice & CTS: $23,231,432
- VA-HCBS: $1,247,981

Total funds: $30,324,354
OUR DONORS

Yvonne Abel
Victor Abramson
Aetna
All Covered
American House Senior Living Communities
American Society of Employers
Robert Amos
Gina Angelo
Gerald Arnold
Joan Atkinson
Cathy Backos
Yvonne Bailey
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Ivy Bates Farris
Frederick Becker
Catherine Berbiglia
Blue Cross Blue Shield of Michigan
Ronald and Jean Borngesser
Willie and Theawiana Brassfield
Kathryn Brennan
Teresa Bryant
Maxine Burnstein
Barbara Butler
Kathy Cain-Callow
Dennis Cavanaugh
Marva Cernuto
Jeff Chang
Rose Chapman
Henry Christian
Robert and Margaret Cristina
Pete and Shari Clason
Bonnie Clayborn
Amy Cole
Howard and Nancy Collins
Kathleen Connolly
Consumers Energy Company
Wayne and Kimberly Cope
Carol Coriell
Deborah Kota
Pamela Curtis
Lisa Dailey
Amanda D’Angelo
Jessica Davey
Margaret Davey
Arthur Davidson
Emily DeMeester
Dianne Depodesta
Heather and Christopher DeVos
Kelli Dobner
Doeren Mayhew
DTE Energy Foundation
Ruth Dunkle
James and Susan Dyer
Julie Edgar
Gloria Edwards
Ella El-Kildani
Carrie Eriksen
Etkin, LLC
Erik Evans
Excellacare
Beatrice Farrow
Daniel Ferris
First Presbyterian Church of Royal Oak
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Sharon Gire
Peter Gray
Josephine Graziano
Atamjeet and Dr. Monica Grewel
Lisa Grodsky
Kara Groom
Guardian Medical Monitoring
Robert Habowski
Sandra Hann
Amy Harper
Nicholas Harvey
Kathryn and Roosevelt Haymer
Carolyn Heaton
George Hedgley
Tunisha Hedgley
R. Andrew and Jennifer Hetzel
Homestead
James and Priscilla Hottenstein
LaVonna Howard
Wanda Howze
Michael Hudson
Humana Marketplace, Inc.
Janet Hunko
Imperial Senior Suites
International Association of Business Communicators
Detroit Chapter
International Union
Sarah Jacobs
Jenny Jarvis
Jewish Family Services of Washtenaw County
Carol Johnson
Correna Jourdan
Raffi Kalousdian
Chris Karaskiewicz
Julie Karbginsky
Carole Keller
Dianne Kerner
Kerr, Russell and Weber, PLC
Sharon Khouri
Kathryn Kline
Linda and Kerry Knight
Brian and Marsha Koet
Alice Kolhoff
Nancy Koretz
John Krueger
James Kruise
Rebecca Kugler
Charmayne Kuhlman
Lisa Kulesza
Val Bartoletti Kushman
LaJoy Group, Inc.
LaVonna Lash
Maj Lars Lavine
Larry and Kate Lawrence
Stephen Lawson
Raylon Leaks-May
Mark Lebeis
John and Lorel Leon
Angela Lippard
Phillis Livermore
Elizabeth Lockwood
Sharon Losee
Brian Love
Penny Luebs
Lutheran Fraternities of America Church Building Construction Fund
Jason Maciejewski
Gary Macioce
Charlotte Mahrt
Marsh & McLennan Agency, LLC
Robert and Ardash Marston
Kristy Mattingly
Melissa Maxwell
Michael and Linda May
Joseph and Madilyn McCarthy
Susan McEwan
Jim McGuire
McLaren Oakland
Mallory Morrow
Media Genesis
Shirley Mezel
Sophia Michie
Michigan Complete Health
Marye Miller
Robert and Patricia Minor
Pamela Moffitt
Vishal Mohanan
Mary Monden
Emily Moran
Sharon Morey
Allen and Sue Morris
Nancy Moyer
Sheila Murphy
Margaret Murray
Sandra Murray
Tamala and Roger Myers
Mariani Nimbach
Rachel Not
Charline Odden
Karianne Ogans
Lucy O'Kane
Ilya Okun
James and Theresa Osiecznek
Margaret Ouellette
John Owen
Erik Owens
Personal Accounting Services, Inc.
Mary and Dennis Perzanowski
Thomas Piatt
Frank and Lori Pietravaia
Cheryl Pilat
Mary Beth Platt
PNC Bank
Presbyterian Villages of Michigan
Alice Raby
Judy Rathburn
Sherry Reid
Paul Renke
Hubert Richards
Beth Richardson
S. Romanow
Lynn Rossetto
Angie Rutterbush
Gail Salata
Amanda Sears
Leslie Severance
Filomena Sexton
Dan Sier
Lori Smith
Shari Smith
William Spangler
Brian Stapp
Laurette Stone
Jean and James Story
Baron and Pamela Strohmeyer
Mark B. Swanson
Sue-Anne Sweeney
The Council on Aging, Inc.
serving St. Clair County
The Elder Care Firm
The Kalousdian-Lawrence Family Fund at the Chicago Community Foundation
The Ruth E. Foster Trust
Bonnie Thomas
Hattie Thomas
Thomas J. and Doris S. Mire Family Foundation
Thelma Thompson
Carol Thompson
Melissa Timm
James Torrente
Charles Trim
Kimberly Turner
UC Family Services
Unilock Michigan, Inc
Uni-Systems Engineering, Inc.
Daniel and Agnes Van Antwerp
Courtney Vanderlaan
Patricia Vasicek
Susan Weed
Megan Welch
Ronald and Maria Wells
Arlene Wenokur
Estella Williams
Laura Wilson
Notricia Winborn
Susan Winget
Eileen Wloszek
Kathleen Yanik
Joyce Ziegler

Italics denotes event sponsors
## Changes in unrestricted net assets

### Revenue and support:

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal grants</td>
<td>$13,573,453</td>
<td>$11,601,611</td>
</tr>
<tr>
<td>State grants</td>
<td>34,490,557</td>
<td>33,713,453</td>
</tr>
<tr>
<td>Integrated care program</td>
<td>6,420,284</td>
<td>6,136,050</td>
</tr>
<tr>
<td>Local support</td>
<td>2,242,025</td>
<td>1,740,534</td>
</tr>
<tr>
<td>Local - county contributions</td>
<td>700,711</td>
<td>657,564</td>
</tr>
<tr>
<td>Program income</td>
<td>541,634</td>
<td>756,708</td>
</tr>
<tr>
<td>SameAddress program</td>
<td>-</td>
<td>509,655</td>
</tr>
<tr>
<td>Other income</td>
<td>2,333,465</td>
<td>1,820,922</td>
</tr>
<tr>
<td>Interest and investment income</td>
<td>145,075</td>
<td>98,321</td>
</tr>
<tr>
<td><strong>Total revenue and support</strong></td>
<td><strong>60,447,204</strong></td>
<td><strong>57,034,818</strong></td>
</tr>
</tbody>
</table>

### Program services:

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCBS Medicaid Waiver</td>
<td>23,629,768</td>
<td>25,217,688</td>
</tr>
<tr>
<td>Aging and Adult Services</td>
<td>25,890,319</td>
<td>21,257,460</td>
</tr>
<tr>
<td>MI Health Link</td>
<td>6,508,910</td>
<td>6,389,760</td>
</tr>
<tr>
<td>SameAddress program</td>
<td>-</td>
<td>1,020,586</td>
</tr>
<tr>
<td>MMAP programs</td>
<td>602,317</td>
<td>596,956</td>
</tr>
<tr>
<td>Other programs</td>
<td>1,966,949</td>
<td>1,246,029</td>
</tr>
<tr>
<td><strong>Total program services</strong></td>
<td><strong>58,598,263</strong></td>
<td><strong>55,728,459</strong></td>
</tr>
</tbody>
</table>

### Supporting services:

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management and general</td>
<td>5,123,372</td>
<td>3,520,688</td>
</tr>
<tr>
<td>Administration expense allocation</td>
<td>(2,746,886)</td>
<td>(2,464,308)</td>
</tr>
<tr>
<td><strong>Total supporting services</strong></td>
<td><strong>2,376,486</strong></td>
<td><strong>1,056,380</strong></td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>60,974,749</strong></td>
<td><strong>56,784,839</strong></td>
</tr>
</tbody>
</table>

Increase (decrease) in unrestricted net assets before effect of pension liability adjustment

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$(527,545)</td>
<td>$249,979</td>
</tr>
</tbody>
</table>

**Effect of pension liability adjustment**

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$1,127,107</td>
<td>$519,906</td>
</tr>
</tbody>
</table>

**Increase in unrestricted net assets**

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$599,562</td>
<td>$769,885</td>
</tr>
</tbody>
</table>

**Unrestricted net assets - beginning**

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6,242,901</td>
<td>5,473,016</td>
</tr>
</tbody>
</table>

**Unrestricted net assets - ending**

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$6,842,463</td>
<td>$6,242,901</td>
</tr>
</tbody>
</table>
MISSION
Enhance the lives of older adults and adults with disabilities in the communities we serve.

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.