



*Answers you can trust*

# 2021 Annual Report

## ABOUT US

Established in 1974, the Area Agency on Aging 1-B (AAA 1-B) is a nonprofit 501(c)3 organization with a rich history of supporting older adults, adults with disabilities and family caregivers in southeast Michigan. We are part of a national network of Area Agencies on Aging and a leader in aging services in a six-county region that includes Livingston, Macomb, Monroe, Oakland, St. Clair and Washtenaw counties.

### Mission

Enhance the lives of older adults and adults with disabilities in the communities we serve.

### Vision

Independence and well-being for all.

### Core Values

Teamwork, Integrity, Quality, Innovation and Respect.

### 2021 Board of Directors

Jeff Chang, Chair  
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Ronald Borngesser, Second Vice Chair  
Kelli Dobner, Secretary  
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Howard Collens  
Michelle Hodges  
Commissioner Penny Luebs  
Kathy Lyall  
Commissioner Julie Matuzak  
Tom Miree  
Commissioner Wes Nakagiri  
Hamza Osto  
Sue-Anne Sweeney  
Barbara Turner  
Marc Zwick

### 2021 Advisory Council

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Gloria Edwards  
Steve Faine  
Jim Forrer  
Jyme Hager  
Catherine Martin  
Floreine Mentel  
Vanessa Metti  
Christina Murray  
David Soltis  
Dr. Joseph Sucher  
Mark Swanson  
Carol Thompson  
Carol Weidenbach  
Tom Zaremba

## Dear Friends & Colleagues,

We are incredibly proud of how our agency and partnering organizations continued to deliver programs and services to older adults, adults with disabilities and family caregivers during another unprecedented year impacted by the pandemic. As we look back on 2021, we must reflect on how the agency and our network of partners managed the challenges faced, and how we all succeeded in meeting the needs of seniors and family caregivers. New programs were developed, and changes made to the service delivery system to ensure that we fulfilled our mission of enhancing the lives of those we serve.

In this report, you will see how we impacted the lives of over 100,000 older adults, family caregivers and adults with disabilities. Our clinical programs continued to support seniors and adults with disabilities to remain living in the place they call home. Our Information and Assistance staff received over 45,000 calls from individuals seeking help and guidance on community resources. Our Medicare Medicaid Assistance Program volunteers remained committed through the pandemic, shifting to provide on-line counseling, and helping over 15,000 Medicare beneficiaries.

We worked with local community health departments to mail information on how to access a COVID vaccination, including access to transportation and in-home vaccinations, to every 60 and older adult household in our region. Our Long-Term Care Ombudsman Program brought joy to the faces of seniors living in nursing homes through the delivery of robotic pets to reduce social isolation during the pandemic when friends and family could not visit. Through local grants we supported the delivery of emergency food boxes to grandparents raising grandchildren, and helped provide food, cover utility bills, and provide emergency home repairs for seniors in Oakland and Macomb counties.

The agency received hazard pay from the Michigan Department of Health and Human Services for direct care workers employed through our vendor network and providing in-home care services to older adults and adults with disabilities. This hourly increase was instrumental in helping our vendor network agencies retain and recruit staff during the pandemic.

Many years from now, we will reflect on how this historic time created innovative changes for the delivery of programs and services to seniors. This past year, we are incredibly proud of how our staff and partnering organizations helped older adults, family caregivers and adults with disabilities—coming out of this extraordinary year stronger together.

Thank you for your support and dedication,



Dr. Michael Karson  
CEO & President



Jeff Chang  
Chair, Board of Directors



Dr. Michael Karson



Jeff Chang



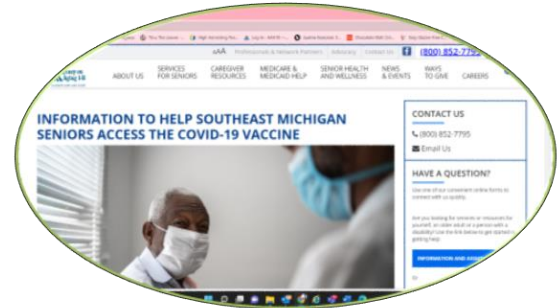
Our Long-Term Care Ombudsman Program cheered up residents at local nursing homes with animatronic pets, therapy dolls, and music players. The agency distributed more than 750 devices across 33 nursing homes to help reduce social isolation during the pandemic. The project was funded by a grant from the Bureau of Aging, Community Living, and Supports.



Agency staff packed and distributed 3,000 personal care bags, through events and community partners, to isolated older adults to limit the need for seniors to leave their home during the pandemic.



Over 400 seniors participated in a webinar about the COVID Vaccination featuring guest speaker Dr. Natasha Bagdasarian, Senior Health Physician for the Michigan Department of Health and Human Services Public Health



The agency maintained and updated COVID vaccination information for seniors on our website including vaccination locations, in-home vaccinations, and free transportation services to access a vaccination. Over 5,000 people visited that specific page during FY 2021.

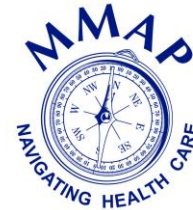
## Other 2021 Highlights



Launched a new partnership with Lyft to provide Lyft services to seniors who do not use a cell phone. This program is designed to help bridge the digital divide for older adults who are not comfortable with using technology.



Out-of-home respite care was provided to Washtenaw County caregivers through funding received from the Ann Arbor Community Foundation's Vital Seniors Initiative. Six caregivers benefited from respite for a total of 85 days at Memory Lane in Ypsilanti.



11,393 Medicare beneficiaries received counseling on Medicare & Medicaid during the pandemic.

**Provided by Contracted Organizations**

2,348	Participated in Adult Day Care	2,348
1,121	Received Chore Services	1,121
9,974	Received Outreach through Community Liaison Program	9,974
1,277	Benefited from Elder Abuse Prevention Education	1,277
5,117	Received a Congregate Meal	5,117
11,411	Received a Home Delivered Meal	11,411
139	Benefited from Grandparents Raising Grandchildren Services	139
105	Received Hearing Assistance Services	105
520	Benefited from Home Injury Control Devices	520
3,844	Received Legal Services	3,844
448	Received Help through Volunteer Caregiver Programs	18,397

**Provided by the Area Agency on Aging 1-B**

4,604	Supported by a Long-Term Care Ombudsman	4,604
1,093	Enrolled in MI Choice	4,460,163
777	Received Services through the Community Living Program	606,804
35	Enrolled in Community Care Management	90,368
73	Served through the Veterans Administration HCBS	383,994
46,098	Called for Information and Assistance	21,297
166	Received Long-Term Care Options Counseling	166
206	Participated in Evidence-Based Health and Wellness Programs	206

**89,356 individuals were helped by the AAA 1-B and our Community Partners**



# Financial Statement

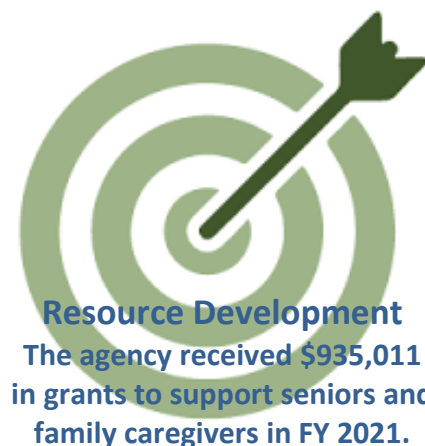
## Statements of Revenue, Expenses and Changes in Net Assets

Year Ended September 30, 2021

<b>Revenue and support:</b>	
Federal grants	\$ 16,530,726
State grants	41,145,719
Fee for service	11,364,058
In-kind support	1,659,217
County support	376,964
Gifts and grants	798,259
Investment returns	4,746
<b>Total revenues</b>	<b>71,879,689</b>
<b>Program services:</b>	
MI Choice Medicaid Waiver	31,147,660
Aging and Adult Services program	26,882,686
MI Health Link program	8,604,378
Medicare Medicaid Assistance program	400,955
Other programs	3,063,636
<b>Total program services</b>	<b>70,099,315</b>
<b>Supporting services:</b>	
Management and general	4,885,847
Administrative expense allocation	(4,099,194)
<b>Total supporting services</b>	<b>786,653</b>
<b>Total Expenses</b>	<b>70,885,968</b>
Increase in net assets	993,721
Net assets beginning	7,951,928
<b>Net assets ending</b>	<b>\$ 8,945,649</b>

### Fundraising

Thank you to our donors for contributing \$91,812 to help seniors in our community.



### Resource Development

The agency received \$935,011 in grants to support seniors and family caregivers in FY 2021.

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 audited annual financial statements.

## **Information and Assistance – (800) 852-7795**

The AAA 1-B Resource Center, staffed by certified Alliance of Information and Referral Systems (AIRS) Resource Specialists, provides comprehensive information, assistance and outreach regarding services and agency programs for older adults, adults with disabilities and their families.

## **MI Choice Home and Community Based Medicaid Waiver Program**

The Medicaid Waiver Program, funded by the Michigan Department of Health & Human Services, provides services for adults age 65 years and over and younger persons over the age of 18 years of age with disabilities, to help them remain living in the community instead of a nursing facility.

## **Community Living Program**

The Community Living program helps provide in-home services such as personal care and homemaking to help older adults, 60 years of age and older, remain living in their own home or chosen place of residence for as long as possible.

## **Michigan Medicare Medicaid Assistance Program – (800) 803-7174**

MMAAP is Michigan's State Health Insurance Counseling Program and, through highly trained volunteer counselors, helps local Medicare beneficiaries or their families understand Medicare and Medicaid, compare or enroll in Medicare coverage and apply for programs including Medicare Savings Programs and Extra Help to reduce the cost of Medicare for lower-income beneficiaries.

## **Myride2 – (855) 697-4332**

Helps seniors and adults with disabilities in Oakland, Macomb, Washtenaw, and Wayne counties in Michigan find affordable, appropriate transportation. Myride2 also provides travel training to help seniors and adults with disabilities learn how to use public transportation.

## **Health & Wellness Programs**

The agency offers free workshops to improve the health and well-being of both older adults and family caregivers. Workshops for seniors include topics such as Diabetes Personal Action Towards Health, A Matter of Balance, Chronic Pain Self-Management and Aging Mastery. Caregiver specific workshops include Powerful Tools for Caregivers and Respite Education and Support Tools.

## **Caregiver Coaching**

The Caregiver Coaching Program matches people who are caring for an aging or disabled loved one with a compassionate, trained volunteer who will work with them one-on-one.



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29100 Northwestern Highway, Suite 400 Southfield, MI 48034

Call 800-852-7795 or visit our website at [aaa1b.org](http://aaa1b.org)