



## Area Agency on Aging IIIA

Annual Report Fiscal Year 2015





## Introduction

The Area Agency on Aging IIIA provides leadership and advocacy on aging issues in Kalamazoo County. It is one of the 16 regional agencies designated by the Michigan Aging and Adult Services Agency to identify the greatest needs of older persons and coordinate services to meet those needs.

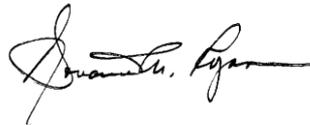
Our main goal, along with our provider partners and the Older Adult Services Advisory Council, is to provide quality services that enable older persons to live independently with dignity, in their own homes or chosen places of residence.

On behalf of the Area Agency on Aging staff, we invite you to browse through this annual report, visit our website at [www.kalcounty.com/aaa](http://www.kalcounty.com/aaa), or pay us a personal visit to find out more about the great work being done in our community.

Sincerely,



Judy Sivak, MSW – Director,  
AAAIIIA  
3299 Gull Road  
Wing 2, Floor 3  
Kalamazoo, MI 49048



Don Ryan – Chair  
Older Adult Services Advisory  
Council



[www.facebook.com/KalCountyAAAIIIA](http://www.facebook.com/KalCountyAAAIIIA)



Area Agency on Aging IIIA

## Programs and Services

### Choices for Independence Programs (CFI)

CFI consists of three service programs, whose goal is to help adults maintain the highest quality of life in their homes: Care Management (CM), Case Coordination and Support (CC&S), and Veteran Directed Home and Community Based Services (VDHCBS). An additional program, Community Living Program (CLP) was added in FY2015 with generous funding from the Kalamazoo County General Fund to help reduce the number of individuals on the waiting list.

### CFI Program Highlights and Data

**201** Number of individuals supported through the CFI program

**74** Number of CLP Clients

**146** Number of seniors on the Waitlist at the end of Sept 2015 (Decrease of 24 people from the end of Sept 2014)

**60** CFI clients received Christmas Baskets courtesy of HCS staff and friends.

**98** W-Med Residents and WMU RN to BSN Students were oriented to the CFI program.

*"I have never received a gift filled with so much thought and so much love! Being alone at the holidays at this stage of my life is pretty tough for me. But your incredible gift package made me realize I am not really alone... and that there are people who truly care about those of us who feel abandoned."*

*– Response of a CFI client who received a Christmas Basket*

# CFI Program Highlights and Data

| CFI Programs Service Data FY 2015                  |             |             |              |
|--|-------------|-------------|--------------|
| Services   | CM and CC&S | CLP         | Total        |
| Homemaking   | 9,941 Hours | 2,600 Hours | 12,541 Hours |
| Personal Care                                      | 7,124 Hours | 129 Hours   | 7,253 Hours  |
| In-Home Respite                                    | 3,677 Hours | 2,202 Hours | 5,879 Hours  |
| Adult Day Care                                     | 3,954 Hours | 313 Hours   | 4,267 Hours  |
| Medication Management                              | 119 Hours   | 3 Hours     | 122 Hours    |
| Personal Emergency Response Systems                | 630 Units   | 152 Units   | 782 Units    |
| Counseling   | 5 Hours     | 5 Hours     | 8 Hours      |
| Transportation                                     | 5,111 Miles | 135 Miles   | 5,246 Miles  |
| Veteran Directed Home and Community Based Services |             |             |              |
| Self Determination Purchased Care                  |             |             | 705 Hours    |

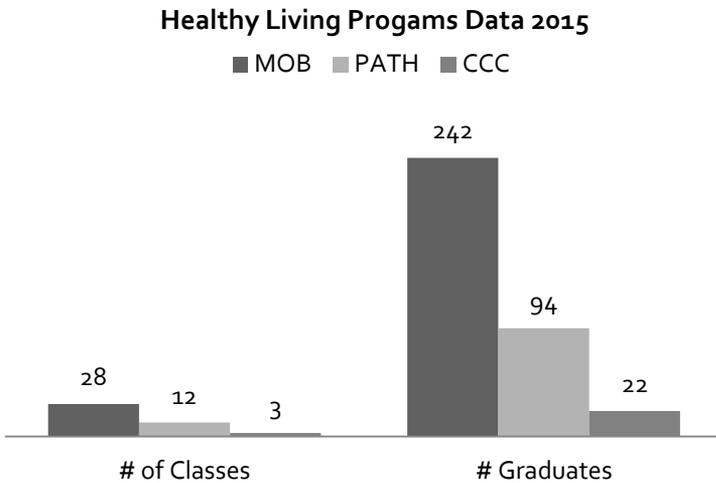
Photos below show all of the items to go in Christmas Baskets for CFI Clients. Staff and students of the WMU Homer Stryker Med School helped put baskets together and delivered them to clients that afternoon.



## Healthy Living Programs

Healthy Living Programs encompass three evidence based programs: Matter of Balance (MOB) - a falls prevention program, Personal Action Towards Health (PATH) - a chronic disease self-management program with special focus in chronic pain and Diabetes, and Creating Confident Caregivers (CCC) – for caregivers of persons with Dementia.

## Healthy Living Program Highlights and Data



In 2015 the AAIIIA in collaboration with the Family Health Center and the WMU Homer Stryker School of Medicine were able to work with medical students in their Active Citizenship Rotation project. The students implemented a research project for the Family Health Center patients to determine the effect of Diabetes PATH on parameters of Diabetes Self-Management.

## Partnering Organizations and Faith Communities for Healthy Living Programs

Borgess Health & Fitness Center  
Bronson Athletic Club  
Climax United Methodist Church  
Ecumenical Senior Center  
Evergreen North  
Family Health Center  
Galesburg Charleston Memorial District Library  
Galilee Baptist Church  
Heritage Community  
Hope Woods  
Kalamazoo County Health and Community Services  
Kalamazoo Public Library – Oshtemo and Washington Square  
Mt. Zion Baptist Church  
Oakland Centre  
Portage Senior Center  
Schoolcraft United Methodist Church  
Skyrise Elderly Apartments  
South County Community Services  
Southridge Reformed Church  
St. Catherine of Sienna  
St. Martin of Tours  
Vicksburg United Methodist Church  
Washington Square Apartments  
Westland Meadows Senior Apartments  
WMU Alliance Senior Day Program  
WMU Homer Stryker School of Medicine  
YMCA of Greater Kalamazoo

*“I learned so much. It’s helpful to know what I’m experiencing is normal and I’m not alone.”*

*- CCC Class participant, family caregiver*



*“I now feel more motivated to control and manage my pain rather than letting it constantly control my life. The materials were excellent! The leaders were very positive and encouraging. Thank you!”*

*-Chronic Pain PATH class participant*



*“[This class gave me a] better attitude about getting out and about. Lessened the “fear” factor considerably.”*

*- MOB Class participant*

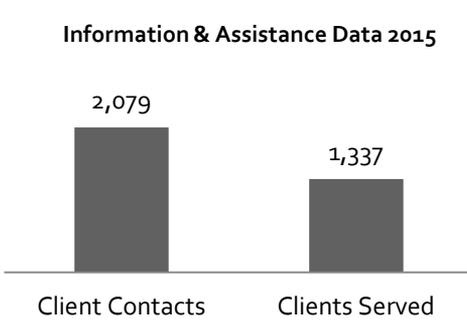


MANAGING CONCERNS ABOUT FALLS

## Information and Assistance

This free and confidential service for people of all ages provides unbiased information about community resources and state and federal programs for older adults and adults with disabilities.

**Call today: (269) 373-5173.**



*"She [the Information and Assistance Specialist] was very professional, personable and educated in what I was asking."*

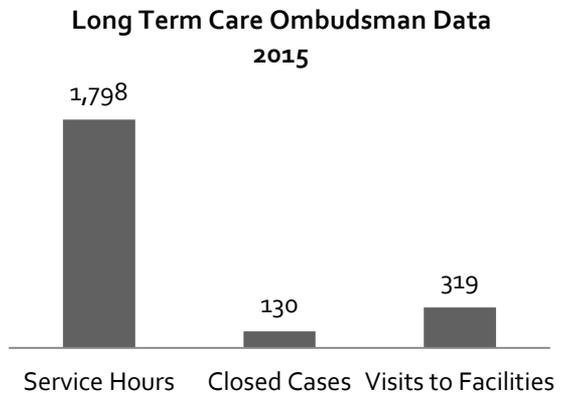
*- An I&A Caller*

## Long Term Care Ombudsman Program

The Long Term Care Ombudsman serves the 5 county area of Barry, Branch, Calhoun, Kalamazoo, and St. Joseph. The one, full-time Ombudsman also participates in elder abuse initiatives throughout the service area.

*"I am so appreciative of your time and effort to help [my grandma]. The Long Term Care world is a better place because of you! Many thanks for all you do!"*

*- Granddaughter*



# Special Projects and Partnerships for 2015

## Kalamazoo County Elder Abuse Prevention Coalition



Facilitated by the AAAlIA Director, the Coalition's mission is to reduce and prevent the abuse of older and vulnerable adults through community awareness, education, and action. A Safe, Sound and Secure Conference was offered in June, reaching 101 attendees. In September, a training for professionals occurred with 40 attendees. The Vulnerable Adult Abuse Protocol booklet was updated, thanks to a generous donation from the law firm of Miller Johnson.

## Veteran Community Partnership

The Veteran-Community Partnership continues to bridge the gap of understanding to better serve veterans in Southwest Michigan. In 2015, the group partnered with the Elder Abuse Coalition and Alzheimer's Association to provide 3 successful trainings for more than 300 participants. Trainings focused on employment and education, understanding the LGBT veteran, and dementia for both caregivers and professionals.



## Senior and Caregiver Expo

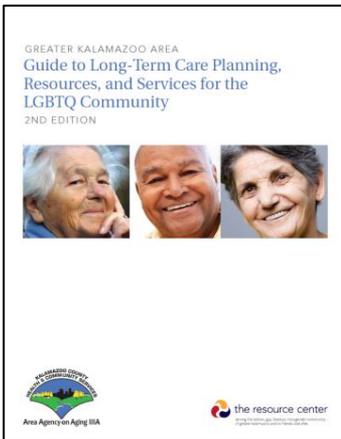
The AAAlIA organizes this annual event with the support of sponsors including Borgess and Bronson hospitals that perform free health screenings and provide flu shots. In 2015, we successfully coordinated the 19th annual Senior and Caregiver Expo with 120 vendors and approximately 2,500 attendees.

## Hoarding Task Force

Staff was very active with the newly formed Kalamazoo County Hoarding Task Force. The group co-sponsored training with Service Master of Kalamazoo, featuring Matt Paxton, a nationally recognized hoarding expert, with more than 150 participants. The task force began working on an information and referral guide for professionals and community members

## Kalamazoo Gay and Lesbian Resource Center Collaboration

In 2015 an ongoing partnership with the Kalamazoo Gay and Lesbian Resource Center (KGLRC) that began in 2012, continued.



The well received *Guide to Long-Term Care Planning, Resources, and Services for the LGBTQ Community* was updated in its second edition. The updated edition included changes in law and the results of the Aging Service Provider Equality Survey that surveyed Adult Day Programs, Assisted Living Facilities, Home Care Agencies, and Nursing Homes. The scores are recorded and a copy of the survey is also included in the second edition.

## AAAIIA Website Updates and Editions

The AAAIIA website ([www.kalcounty.com/aaa](http://www.kalcounty.com/aaa)) has undergone significant re-organization in hopes to become more user-friendly. Specifically, both MOB and PATH calendars are now available in an online format that is timely, accurate, and up-to date. Both calendars are accessible from the home page.

# Service Data

| 2015 Grant Funded Provider Services             | Units                 | Clients |
|---|-----------------------|---------|
| <b>Access Services</b>                          |                       |         |
| Transportation                                  | 3,697 one-way trips   | 46      |
| <b>In-Home Services</b>                         |                       |         |
| Home Injury Control                             | 62 Items Installed    | 37      |
| <b>Nutrition Services</b>                       |                       |         |
| Congregate Meals                                | 50,185 meals          | 647     |
| Home Delivered Meals                            | 140,250 meals         | 791     |
| Nutrition Education via "Senior Project Fresh"  | 423 coupons           | 423     |
| <b>Community Services</b>                       |                       |         |
| Adult Day Care                                  | 974 hours             | 2       |
| Caregiver Counseling                            | 90 hours              | 14      |
| Elder Abuse Education                           | 260 hours             | n/a     |
| Kinship Caregiver Education & Support           | 7 sessions            | 15      |
| Medicare and Medicaid Assistance Program (MMAP) | 3,029 client contacts | n/a     |
| Legal Services                                  | 992 hours             | 250     |
| Senior Center Staffing and Operations           | 1,618 hours           | 2,061   |

# Revenues and Expenses for Fiscal Year 2015

| <b>Revenues</b>                      | <b>Actual</b> |
|--------------------------------------|---------------|
| Federal Administration on Aging      | 755,363       |
| State of Michigan                    | 747,548       |
| Kalamazoo County                     | 210,125       |
| Nutrition Services Incentive Program | 130,762       |
| United Way Grant                     | 63,413        |
| Veterans Administration              | 62,470        |
| Senior Expo                          | 35,051        |
| MHEF Grant                           | 28,843        |
| MMAP Grant                           | 26,917        |
| Medicaid                             | 18,614        |
| Program Income                       | 13,010        |
| Other Federal Funds                  | 4,824         |
| Local Grants                         | 4,437         |
| Donations                            | 2,347         |
| Total:                               | \$2,103,724   |
| <b>Expenditures</b>                  |               |
| Care Management                      | 429,492       |
| Home Delivered Meals                 | 389,250       |
| Community Services                   | 274,008       |
| In-Home Services                     | 266,390       |
| AAA Administration                   | 187,192       |
| Congregate Meals                     | 181,274       |
| Nutrition Services Incentive Program | 130,762       |
| Access Services                      | 98,677        |
| Veterans Services                    | 52,513        |
| Program Development                  | 38,951        |
| MMAP program                         | 25,113        |
| Local Initiatives                    | 20,883        |
| Total:                               | \$2,094,505   |

## Governing Boards

The AAAIIIA works closely with two governing boards: the Kalamazoo County Board of Commissioners and the Older Adult Services Advisory Council. We would like to extend our thanks to the committed work that each member provides every year.

### County Commissioners

| Name                      | District | Geographic Area                                    |
|---------------------------|----------|--|
| John H. Gisler            | 8        | Prairie Ronde, Schoolcraft, Brady, & Pavilion Twps |
| M. Jeff Heppler           | 6        | Richland, Cooper, & Ross Twps                      |
| Scott McGraw              | 11       | Portage  |
| Stephanie L. Moore        | 1        | Kalamazoo  |
| Larry Provancher          | 10       | Portage  |
| Julie Rogers              | 5        | Oshtemo & Alamo Twps                               |
| Michael Seals             | 4        | Kalamazoo  |
| Dale Shugars              | 9        | Texas Twps   |
| John Patrick Taylor, Chr. | 3        | Kalamazoo  |
| Roger Tuinier             | 7        | Comstock, Climax, Charleston, & Wakeshma Twps      |
| Kevin B. Wordelman        | 2        | Kalamazoo  |

### Older Adult Services Advisory Council Members

|                                      |  |
|--------------------------------------|--|
| Donald Ryan, Chair                   | Clinton Lewis                            |
| Rosamond Robbert, PhD,<br>Vice Chair | Kimberly Middleton<br>Beulah Price       |
| Thomas L. Danielson                  | Kelly Quardokus                          |
| Kathy Grueter                        | Beverly Solik                            |
| Al Heilman                           | Larry Provancher, County<br>Commissioner |
| Deb Josephson                        |  |

## Provider Partners

The AAAlIA works with community partners who deliver the services that are funded via grants or via a direct purchase of service contract. We recognize and thank the following contracted 2015 provider partners:

- A+ Nursing, Inc.
- Absolute Homecare & Medical Staffing
- Advantage Private Nursing
- Arcadia Health Services
- Bronson at Home
- CareLinc Medical
- Care N Assist
- ComForcare Home Care
- Comfort Keepers #687
- Counseling at Home
- Critical Signal Technologies, Inc.
- Disability Network of Southwest Michigan
- Ecumenical Senior Center
- Fresh Perspective Home Care
- Guardian Medical Monitoring
- Homewatch CareGivers of Southwest Michigan
- Hospice Care of SW Michigan - Oakland Centre
- Legal Aid of Western Michigan
- Right at Home of Kalamazoo
- Senior Home Support
- Senior Services Southwest Michigan
- Stay Home Companions
- United Nursing Services, Inc.
- Valued Relationships, Inc.
- WMU Senior Day Services