

**2013**

**Kalamazoo Co. HCS Annual Report  
Area Agency on Aging IIIA**

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### Introduction

The Area Agency on Aging IIIA, also known as Older Adult Services, provides leadership and advocacy on aging issues in Kalamazoo County. The main goal is to provide quality services that enable older persons to live independently with dignity, in their own homes or chosen places of residence. The target age group for service eligibility is primarily persons age 60 and over or their caregivers. Emphasis is placed on serving those with greatest economic or social need. Services may be at no cost or privately paid, depending upon the program.

The responsibilities of the AAIIIA include:

- Evaluating the needs of older adults & determining gaps in services and developing plans to address those needs
- Providing funding to local non-profits and businesses for services and assessing the quality of the service
- Advocating for the concerns of older adults
- Providing information and assistance

### Programs and Services

**Choices for Independence** – This department of the Area Agency on Aging consists of three different programs whose goal is to help adults maintain the highest quality of life in their homes. Expert care consultants, who are social workers and registered nurses, help clients and their caregivers navigate the many choices for supportive care. **Care Management** and **Case Coordination & Support** are supported by state and federal funding, and the **Veteran Directed Home Based Services (VDHBS-servicing veterans of all ages)** is funded by the VA Medical Center in Battle Creek. These programs supported 178 seniors by purchasing the following services:

<b>Homemaking</b>	<b>31,685 units</b>
<b>Personal Care</b>	<b>4,601 units</b>
<b>In-Home Respite</b>	<b>21,346 units</b>
<b>Adult Day Care</b>	<b>11,422 units</b>
<b>Medication Management</b>	<b>236 units</b>
<b>Personal Emergency Response Systems</b>	<b>576 units</b>
<b>Transportation</b>	<b>5,101 miles</b>
<b>VDHBS Self Determination Purchased Care</b>	<b>1,544 units</b>

Care consultants provided 774 home visits to ensure the clients' needs were being met as the clients desired. Over the course of the year, we received 124 referrals for these programs, and were able to open 38 new cases. Due to limited funding, 181 people were still waiting for services at the end of the year.

**Healthy Living Programs** – The AAAlIA is required to provide what is known as “evidence based programs.” In other words, these programs have been researched and are proven to work. It is our goal to offer these programs with the assistance of partner organizations throughout Kalamazoo County so they can be easily accessed. We directly provide three evidence based programs:

**Matter of Balance** addresses the fear of falling by restructuring the way participants evaluate their home and daily routines. Low impact exercises help participants become more mobile by increasing their upper body strength.

**Personal Action Toward Health** programs help people learn tools and skills for the daily management of long-term health conditions such as arthritis, asthma, diabetes, depression, fibromyalgia, heart disease, and chronic pain.

**Creating Confident Caregivers** is designed to increase caregiver skills, knowledge and confidence for individuals caring for someone with memory loss.

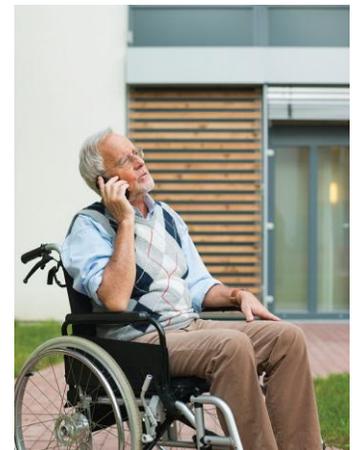
**# of People Served in all Healthy Living Programs: 201**  
**Units (hours) of Service: 1,178**

A Matter of Balance class participants,  
at Portage Senior Center



**Information and Assistance** – This free and confidential service for people of all ages provides information about community resources and consultation about eligibility for state and federally funded benefits and services using licensed social workers who are trained to explore one’s options.

**# of client contacts: 2,647**  
**Unduplicated clients served: 1,646**  
**Units (hours) of service: 2,108**



**Medicare Medicaid Assistance Program (MMAP)** – This program is sub-contracted to Senior Services Southwest MI who provides the MMAP Coordinator who manages trained volunteers that educate, counsel and empower Medicare beneficiaries and those who serve them so they can make informed health benefit decisions. This includes additional training to combat Medicare Fraud.

MMAP is Michigan’s SHIP (State Health Insurance Program) and receives funding and support from the Centers for Medicare and Medicaid Services, the Administration for Community Living, and the MI Office of Services to the Aging.

**# of client contacts: 2,094**  
**Counseling Hours: 1,564**

**Long-Term Care Ombudsman Program** – This program serves Barry, Branch, Calhoun, Kalamazoo and St. Joseph counties and was created to address the quality of care and quality of life experienced by people who reside in **licensed** long-term care facilities (nursing homes, homes for the aged, adult foster care facilities).

Ombudsmen are skilled in explaining resident rights; empowering residents to communicate their concerns and/or assisting residents to resolve their concerns; promoting the use of best practices; and seeking solutions to identified problems in the long-term care system.

**Number of visits to licensed facilities: 32**  
**Ombudsman service hours: 1,227**  
**Unduplicated cases closed: 86**

## New Programs, Activities, Events & Highlights

### Collaboration with LGBTQ Community –

In a collaboration with the Kalamazoo Gay Lesbian Resource Center, the “Greater Kalamazoo Area Guide to Long-Term Care Planning, Resources, and Services for the Lesbian, Gay, Bisexual, Transgender, Questioning Community” was developed to help LGBTQ individuals and their allies better plan for their long-term care needs, find services to help them age with dignity, and be able to identify agencies who have affirming LGBTQ policies.

At the community event releasing the Resource Guide, the award-winning documentary, “Gen Silent,” was shown at WMU Little Theater,

GREATER KALAMAZOO AREA  
**Guide to Long-Term Care Planning,  
 Resources, and Services for the  
 LGBTQ Community**







depicting the struggles that LGBTQ individuals have aging with dignity in our health care and social service system. A training component of the film is being utilized to train health care workers to better understand and care for LGBTQ individuals.

**Custom Care Program** – In response to consumer demand, a fee-for-service Geriatric Care Management program was developed, utilizing the expertise of social workers and nurses who specialize in meeting the long-term care needs of older adults and their families. Services are based upon an individual's need and might include assessment of their living environment; development of a plan of care; exploration of housing and service options; choosing providers of needed services; attending medical appointments; checking in on a loved one if the caregiver is out of town; being the eyes and ears of a long-distance caregiver.

Call the Information & Assistance line, 269-373-5173, for more information.

**Kalamazoo County Elder Abuse Prevention Coalition** – The AAIIIA successfully organized a coalition to begin addressing gaps and educational needs regarding elder abuse and exploitation issues in our community. Initial partners in the Coalition included the County Prosecutor, County Sheriff, County Clerk, Dept. of Human Services, aging network service providers and professionals, advocates, financial institutions, elder law attorneys/organizations, Life EMS Ambulance, Medicare Medicaid Assistance Program, Long-Term Care Ombudsman. Goals are to promote understanding of elder abuse and exploitation and how to report it via educational events and address gaps and unmet needs such as having an appropriate shelter for abuse victims.



Members Present at  
April 2014 Meeting

Sheriff Richard Fuller with fraud  
prevention tool developed by the  
Coalition



## Advocacy

The AAIIIA is required by law to advocate on issues concerning older adults. We coordinate efforts with the Older Adult Services Advisory Council and the Kalamazoo County Advocates for Senior Issues, making sure that legislators and community leaders know where seniors stand on the issues.



Older Michiganians Day, Lansing, June 2013



KCASI Meeting, August 2013

**Senior Expo** – The AAIIIA organizes this annual event with the support of sponsors including two major Kalamazoo hospitals that perform free health screenings and provide flu shots. Over one-hundred exhibitors participate providing information on services and products of interest to the thousands of seniors, boomers, caregivers, and professionals who attend.



## Service Data

### 2013 Grant Funded Provider Services

	Units	Clients
<b>Access Services:</b>		
Transportation	5,992 one-way trips	125
<b>In-Home Services:</b>		
Home Injury Control	65 items installed	31
<b>Nutrition Services:</b>		
Congregate Meals	55,778 meals	828
Home Delivered Meals	14,6907 meals	680
Nutrition Education "Senior Project Fresh"	375 coupons	375
<b>Community Services:</b>		
Adult Day Care	7847	32
Caregiver Counseling	80 hours	14
Elder Abuse Education	240	n/a
Kinship Caregiver Education & Support	119 sessions	32
Legal Services	550 hours	297
Senior Center Staffing	572	4082

**Area Agency on Aging Region IIIA Revenues and Expenditures  
For Fiscal Year 10/1/12 - 9/30/13**

	Actual
<b>Revenues</b>	
Federal Administration on Aging	\$ 721,230
State of Michigan	697,762
Kalamazoo County	219,875
Nutrition Services Incentive Program	135,177
Local Grants	54,437
Thome Grant	47,865
Program Income	47,348
Senior Expo	37,564
MMAP Grant	24,625
Medicaid	22,500
Lifeline Grant	13,851
Veterans Administration	10,396
Donations	1,908
Other Federal Funds	1,766
Total:	\$2,036,304
<b>Expenditures</b>	
Care Management	\$ 476,008
Community Services	344,838
Home Delivered Meals	323,533
In-Home Services	191,676
Congregate Meals	176,069
Nutrition Services Incentive Program	135,177
AAA Administration	128,617
Access Services	116,510
Program Development	70,708
Care Transitions	29,718
MMAP program	22,437
Local Initiatives	11,227
Veterans Services	5,218
Total:	\$2,031,736

## Provider Partners

The AAAIIA 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 2013 provider partners:

- A+ Nursing, Inc.
- Absolute Homecare & Medical Staffing
- Advantage Private Nursing
- Advocacy Services for Kids
- Alliance Senior Day Services
- Arcadia Health Services
- Care N Assist
- Comfort Keepers #687
- Counseling at Home
- Covenant Senior Day Program
- Critical Signal Technologies, Inc.
- Disability Network Southwest Michigan
- EARS, Inc.
- Ecumenical Senior Center
- Family & Children Services
- Fresh Perspective Home Care
- Guardian Medical Monitoring
- Hospice Care of SW Michigan-Oakland Centre
- LakeShore Home Health
- Legal Aid of Western Michigan
- Lifespan Home Care & Monitoring System
- Medical Resource Management
- Metron—Care Source, Inc.
- Portage Senior Center
- Right at Home of Kalamazoo
- Senior Home Support
- Senior Services Southwest Michigan
- Stay Home Companions
- United Nursing Services, Inc.
- Valued Relationships, Inc.