

Kalamazoo County Area Agency on Aging IIIA

Annual Report Fiscal Year 2019

October 2018-September 2019

Choices for Independence Programs (CFI)

CFI consists of five service programs: Care Management (CM), Case Coordination and Support (CC&S), Veteran Directed Home and Community Based Services (VDHCBS), Community Living Program (CLP), and Custom Care. The goal of the CFI programs is to help older adults, who need assistance, to maintain the highest quality of life in their homes. This is accomplished by working with individuals, caregivers, and professionals to navigate a safety net of supports.

Individuals - 340

Seniors on Waitlist – Unique Total: 305 Last Day period: 65

CFI clients supported during Holiday Season - 61

Information and Assistance (I&A)

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

Number of Calls: 1748

Unduplicated Callers: 1310

Long Term Care Ombudsman

The Long Term Care Ombudsman's serve the 5 county area of Barry, Branch, Calhoun, Kalamazoo, and St. Joseph.

- Total Complaints in Kalamazoo County: 323
- Total Complaints in Five Counties: 410

Healthy Living Programs

Healthy Living Programs encompass evidence based programs: Matter of Balance (MOB) - a falls prevention program, and Creating Confident Caregivers (CCC) – supporting caregivers of persons with dementia.

- **Matter of Balance**
 - **90 Graduates**

- 10 Classes
- **Personal Action Toward Health**
- **Creating Confident Caregivers**
 - 2 Classes
 - 23 Caregivers

Events

- **Senior Expo**
 - In FY 2019, AAA successfully coordinated the 23rd annual Senior and Caregiver Expo with over 120 vendors and approximately 2,000 attendees. Additionally, AAA conducted a survey which received over 570 responses. Information from this survey will be used to help determine programming for older adults.
- **Centenarian Luncheon**
 - In 2016 AAA IIIA and the Older Adult Services Advisory Council began the Kalamazoo County Celebrates Elderhood Initiative which included the Centenarian Luncheon. In 2019 the third annual Centenarian Luncheon was held. Seventeen Kalamazoo County Centenarians attended with family and friends.
- **Speaking Engagements**
 - **Specific ones?**

Community Outreach

During FY2019 AAA IIIA was involved in multiple community collaborative including the Veterans Community Action Teams (VCAT), Friends of Transit (FOT), and Recovery Oriented Systems of Care (ROSC).

Elder Abuse Prevention

Senior Millage

In August 2018 a proposal for a Senior Millage for Kalamazoo County was put on the ballot. The proposal was overwhelmingly supported by the voters. Funds from this millage began reducing and eliminate waitlists for services and address critical areas of need such as the Ombudsman's Office in FY 2019. Due to FY 19 being the first year of the millage, units and numbers will be detailed in a separate report.

