

# **Kalamazoo County**

# **Area Agency on Aging IIIA**

## **Annual Report Fiscal Year 2018**

## **October 2017-September 2018**



**KALAMAZOO COUNTY GOVERNMENT**

*In the Pursuit of Extraordinary Governance*

**Health and Community Services Department**



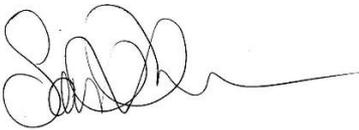
# Introduction

The Area Agency on Aging IIIA provides leadership and advocacy on aging issues in Kalamazoo County. Established by the Older Americans Act, it is one of the 16 regional agencies designated by the Michigan Aging and Adult Services Agency to be the leader in identifying the greatest needs of older persons and coordinate supports to meet those needs.

Our mission, along with our provider partners and the Older Adults 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 IIIA 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,



Samantha Carlson, Director  
AAAIIA  
311 E. Alcott St.  
Kalamazoo, MI 49001



Don Ryan, Chair  
Older Adult Services Advisory  
Council



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



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## **Governing Board and Advisory Council**

The AAA IIIA works closely with the Kalamazoo County Board of Commissioners and the Older Adult Services Advisory Council. We would like to extend our deepest appreciation to each board member for their continued guidance and dedication.

### **County Commissioners**

<b>Name</b>	<b>District</b>	<b>Geographic Area</b>
Stephanie L. Moore – Chair	1	Kalamazoo
Kevin B. Wordelman	2	Kalamazoo
Tracy Hall	3	Kalamazoo
Michael Seals	4	Kalamazoo
Julie Rogers	5	Oshtemo & Alamo Twps
Ron Kendall	6	Richland, Cooper, & Ross Twps
Roger Tuinier	7	Comstock, Climax, Charleston, & Wakeshma Twps
John H. Gisler	8	Prairie Ronde, Schoolcraft, Brady, & Pavilion Twps
Dale Shugars- Vice Chair	9	Texas Twps
Mike Quinn	10	Portage
Scott McGraw	11	Portage

### **Older Adult Services Advisory Council Members**

Donald Ryan, Chair	Tim Charron
Rosamond Robbert, PhD	Kimberly Middleton
John Hilliard, Vice Chair	Beulah Price
Kelly Quardokus	Samantha Carlson
Mike Quinn, County Commissioner	David Eyke
John Gisler, County Commissioner	Kim Phillips

## Provider Partners

The AAA IIIA 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 2018 provider partners:

A+ Nursing, Inc.	Homewatch Caregivers of
Absolute Homecare & Medical Staffing	Southwest Michigan Hospice Care of SW Michigan
ADL, Inc.	-Oakland Centre
Advantage Private Nursing	Legal Aid of Western Michigan
Arcadia Health Services	Mom's Meals
Bronson at Home	Right at Home of Kalamazoo
CareLinc Medical	Senior Home Support
Care N Assist	Senior Services Southwest MI
Connect America	Shepherd Center of Kalamazoo
Counseling at Home	South County Community Services
Critical Signals Technologies, Inc.	Stay Home Companions
Ecumenical Senior Center	United Nursing Services, Inc.
Fresh Perspective Home Care	Valued Relationships, Inc.
Guardian Medical Monitoring	Western Michigan University
HomeCare Transitions	Center for Disability

# Programs and Services

## 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.

### CFI Program Highlights and Data

**329** Number of individuals supported through the CFI programs.

**132** Number of seniors on the Waitlist at the end of Sept 2018. (Decrease of 1 people from the end of Sept 2017)

**56** CFI clients received Holiday Baskets courtesy of HCS staff and friends.

*“Without the special skills, caring professionalism, and love, I wouldn’t have the quality of life I have today...I am very, very grateful for everything you bring to my life as a senior citizen.”*

*-Choices for Independence services recipient*

## CFI Program Highlights and Data

CFI Programs Service Data FY 2018			
Services	CM and CC&S	CLP	Total
Homemaking	7,152 Hours	3,287 Hours	10,439 Hours
Personal Care	656 Hours	68Hours	724 Hours
In-Home Respite	11,817 Hours	1,129 Hours	12,946 Hours
Adult Day Care	5,268 Hours	522 Hours	5,790 Hours
Medication Management	88 Hours	29 Hours	117 Hours
Personal Emergency Response Systems	587 Units	281 Units	868 Units
Transportation	6,520 Miles	1,861 Miles	8,381 Miles
Veteran Directed Home and Community Based Services			
Self Determination Purchased Care			2,107Hours

## 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.

Healthy Living Programs Data 2018	# of Classes	# of Graduates
Matter of Balance	3	25
Creating Confident Caregivers	4	24

## Partnering Organizations and Faith Communities for Healthy Living Programs

Vicksburg District  
Library

Kalamazoo County  
Health and Community  
Services

Story Point Senior  
Living

Portage Senior Center

Vicksburg United  
Methodist Church

Heritage

South County  
Community Services

Christian Neighbors

Royal Estates

*"I learned so much in this class and feel that I have more tools and knowledge to be an effective caregiver."*

- CCC Class participant  
family caregiver



*"Thank you so very much for presenting this class. I feel it was a very good "how to live" class and how to solve problems. The book is an invaluable tool for just living. Again, thank you for your warmth and expertise."*

-Chronic Pain  
PATH Class  
participant



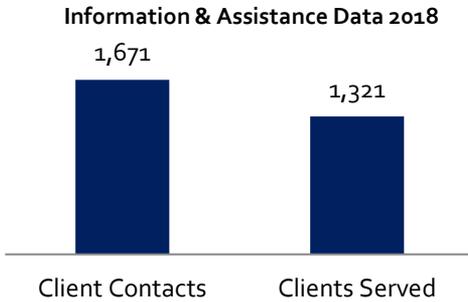
*"[I am] more aware of my surroundings, walking surfaces and problems around my home... Great class for learning about... preventing falls."*

- MOB Class  
participant

## 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.

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



*“I cannot tell you how helpful you have been. I was so pleased to know you and your agency exist and offer the kinds of information people like myself need at times like this.”*

*- 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.

### 2018 Long Term Care Ombudsman Data

Cases .....	101
Resident Rights Complaints .....	138
Information and Consultation – Residents .....	764
Information and Consultation – Facilities .....	167
Unduplicated Facility Visits .....	179

# **Special Projects and Partnerships for 2018**

## **Elder Abuse Prevention Coalition and Multidisciplinary Teams**

AAA IIIA launched an Elder Abuse Prevention awareness campaign that included radio, social media, and television segments. Twenty community trainings reaching 700 Kalamazoo County residents were held on elder abuse identification/prevention and mandated reporting. The multidisciplinary teams participated in eleven team specific trainings provided by the AAA Investigative Teams Coordinator. 61 complex cases involving elder abuse and exploitation were reviewed by the multidisciplinary teams. Ongoing facilitation of the Elder Abuse Prevention Coalition and Hoarding Task Force continues to address system wide issues impacting elder abuse, neglect, and exploitation.

## **Community Collaboratives**

During FY18 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). AAA IIIA also hosted WMed to help them learn about the issues and unmet needs of older adults, as well as supports.

## **Celebrate Elderhood**

In 2016 AAA IIIA and the Older Adult Services Advisory Council began the Kalamazoo County Celebrates Elderhood Initiative



which included the Centenarian Luncheon. In 2018 the second annual Centenarian Luncheon was held at the Beacon Club.

Eighteen Kalamazoo County Centenarians attended with family and friends.

### **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 will be used to first reduce and eliminate waitlists for services and address critical areas of need such as the Ombudsman's Office.

### **Senior and Caregiver Expo**

In FY 2018, AAA successfully coordinated the 22nd annual Senior and Caregiver Expo with over 120 vendors and approximately 2,000 attendees.

## Service Data

2018 Grant Funded Provider Services	Units	Clients
<b>Access Services</b>		
Transportation	3,934 one-way trips	660
<b>In-Home Services</b>		
Home Injury Control	156 Items Installed	60
<b>Nutrition Services</b>		
Congregate Meals	46,515 meals	577
Home Delivered Meals	96,419 meals	670
Nutrition Education via "Senior Project Fresh"	45 coupons	45
<b>Community Services</b>		
Adult Day Care	6,033 hours	21
Caregiver Counseling	85 hours	10
Elder Abuse Education	257 hours	n/a
Caregiver Supplemental Services	428	13
Medicare and Medicaid Assistance Program (MMAAP)	2770 client contacts	n/a
Legal Services	997 hours	363
Senior Center Staffing and Operations	1,934 hours	2,573

# Revenues and Expenses for Fiscal Year 2018

<b>Revenues</b>	<b>Actual</b>
Federal Administration on Aging	854,664
State of Michigan	957,082
Kalamazoo County	514,557
Nutrition Services Incentive Program	109,228
Veterans Administration	55,168
MMAP Grant	22,080
Gilmore Grant	6,427
Senior Expo	25,131
Medicaid	9,038
Program Income	15,734
Fetzer Grant	3,500
Local Grants	4,437
Donations	781
Total:	\$2,577,827
<b>Expenditures</b>	
Home Delivered Meals	402,000
Care Management	381,373
Community Services	293,410
Community Living Program	303,511
In-Home Services	372,323
Congregate Meals	277,953
AAA Administration	185,483
Nutrition Services Incentive Program	109,228
Access Services	116,063
Veterans Services	49,935
Program Development	47,902
MMAP program	19,940
Local Initiatives	11,486
Senior Expo	7,220
Total:	\$2,577,827

## Words that Describe Elders

