

AREA AGENCY ON AGING OF WESTERN MICHIGAN



COMMUNITIES OF STRENGTH

2020 Annual Report



The Source for Seniors

ABOUT THE AREA AGENCY ON AGING OF WESTERN MICHIGAN (AAAWM)

OUR MISSION:

To provide older persons and persons with a disability an array of services designed to promote independence and dignity in their homes and communities. AAAWM is The Source for Seniors in Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo, and Osceola counties.

WHAT WE DO:

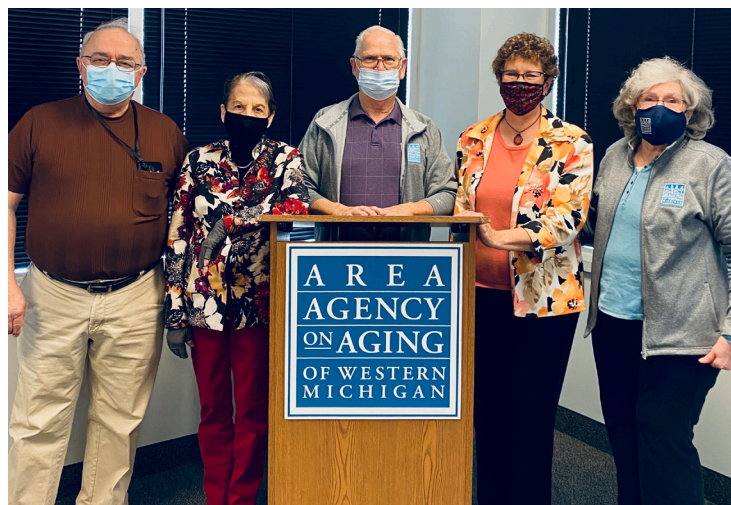
AAAWM connects individuals to quality services that promote and preserve their dignity, independence, and well-being, coordinates support and education for caregivers, and leads advocacy efforts on behalf of our clients.

HOW WE DO IT:

AAAWM is a 501(c) 3 nonprofit organization. Services are funded through the Michigan Department of Health and Human Services, the Michigan Aging and Adult Services Agency, and the Kent County Senior Millage.



AAAWM Care Manager and Client



Some of the AAAWM Executive Committee Members

BOARD OF DIRECTORS

The Area Agency on Aging of Western Michigan (AAAWM) Board of Directors consists of elected officials and older adults from our nine county region and the City of Grand Rapids. Board Members provide leadership to the organization and ensure the agency is fulfilling the mission of helping older adults and those with disabilities live with independence and dignity.

ALLEGAN COUNTY

Comm. Rick Cain
Stuart Peet

IONIA COUNTY

Comm. Larry Tiejema*
Dennis Sitzer
Comm. David Hodges

KENT COUNTY

Comm. Carol Hennessy
Nancy Nielsen

LAKE COUNTY

Comm. Betty Dermeyer
Marilyn Burns

MASON COUNTY

Comm. Ron Bacon
Peggy Dittmer*
Kim Halladay

MECOSTA COUNTY

Comm. Bill Routley
Sharon Bongard

CITY OF GRAND RAPIDS

Comm. Milinda Ysasi
Jane DeVries

MONTCALM COUNTY

Comm. Betty Kellenberger*
Linda Weger
Comm. Michael Beach

NEWAYGO COUNTY

Comm. Kenneth DeLaat
Cindy LaBelle

OSCEOLA COUNTY

Comm. Larry Emig*
Richard Karns
Comm. Tim Michell

ADVISORY COUNCIL

The AAAWM Advisory Council consists of representatives from our nine counties and the City of Grand Rapids. Advisory Council Members help identify the needs of older adults, disseminate information about available services and the aging network in their communities, identify available untapped resources, advocate on behalf of older adults in Western Michigan and present their recommendations to the Board of Directors.

ALLEGAN COUNTY

Thomas Peelle
Natalie Van Houten

IONIA COUNTY

Norma Kilpatrick
Kenneth Thompson

KENT COUNTY

Harold Mast

KENT COUNTY VETERANS SERVICES

Martha Burkett

LAKE COUNTY

Nellie Blue

MASON COUNTY

Robert Sundholm

MECOSTA COUNTY

Mary Bechaz
Jerrilynn Strong

MONTCALM COUNTY

Ben Witbrodt

NEWAYGO COUNTY

Adele Hansen*
Helen Taube

OSCEOLA COUNTY

Barbara Hazlett
Mary Lou Proefrock

CITY OF GRAND RAPIDS

Keith Vandercook*

GRAND VALLEY STATE UNIVERSITY

Priscilla Kimboko

*Denotes Former Member

MESSAGE FROM THE EXECUTIVE DIRECTOR

JACKIE O'CONNOR



The year 2020 was certainly unlike any other. In a year when we'd normally be together celebrating our 46th annual meeting, we are instead coming together from afar, continuing to look out for the safety and wellbeing of older adults, persons with a disability, and their family caregivers. There were times when facing a global pandemic could be overwhelming, stressful, and scary as we navigated how to safely continue to serve our clients. However, the year held a lot of lessons too, the clearest being the **importance of community**. Our Area Agency on Aging of Western Michigan staff, and Older Americans Act (OAA) and Kent County Senior Millage (KCSM) partners embodied this strength as they leaned on one another, thought up creative solutions, and worked to keep older adults, caregivers, and the greater community cared for.

Many of our partners are the lifeline for older adults and their families. The established relationships they have with their clients are built on trust and compassion. When the pandemic began, these agencies were the first many clients turned to for continued care and extra support. In this year's annual report, we will take a look at the three common pillars that built the communities of strength throughout the Area Agency on Aging of Western Michigan's (AAAWM) nine-county region; the impact of **rising to the challenge**, how we became **stronger together**, and ultimately the **power of connection** for older adults and their families. All of our agency partners and AAAWM staff members are true heroes and we thank each and every one of them for helping to take care of our region's seniors during COVID-19. From home-delivered meals to transportation, the delivery of essential items, and virtual programming, no individual was left behind and we are grateful for this embodiment of what it means to be a **community of strength**.

Jackie O'Connor

RISING TO THE CHALLENGE

When the coronavirus pandemic began, there was, as expected, a bit of uncertainty. With older adults considered high-risk, social distancing measures in place, and even some services being temporarily suspended, adjustments were necessary for our AAAWM staff, Kent County Senior Millage (KCSM) and Older Americans Act (OAA) Partner networks to continue to serve seniors. However, one thing remained paramount: the commitment to taking care of older adults in need. The AAAWM, KCSM, and OAA teams truly rose to the challenge, thinking outside of the box of how to get seniors the essential supports they desperately required to stay healthy and well during this time.

To continue to make certain these needs are being met, the COVID-19 Senior Support Service was added to the service lineup to help provide additional assistance for older adults and their family caregivers during this crisis. Additionally, AAAWM expanded the service definitions for adult day, homemaker, outreach and assistance, senior center staffing, and transportation. Programming that was able to, went virtual, keeping clients connected in new ways, this included caregiver support groups, disease prevention/health promotion, and Family Caregiver University. With the introduction of these adapted supports, our partners actively took on new clients and continued to serve existing clients throughout the year. Not only did this aid those who may be homebound, ensuring their health and safety, but it also relieved some of the burden from their caregiver as well.



Grand Rapids Community College Older Learner Program



**Meals on Wheels of
Western Michigan**

STRONGER TOGETHER

Throughout the pandemic, our service partners and staff have remained steadfast in their support of older adults and caregivers. These services typically provide support so seniors can stay living in their own homes safely and independently, add a pandemic to the mix, and their importance cannot be understated. At the national level, the National Association of Area Agencies on Aging surveyed its members and found that 69% saw an increased need for supports and services among existing clients (n4a.org). This increased need was seen at the local level in our nine-county region as well. During a typical year, the service partners assist over 40,000 clients, and halting vital services for older adults and their caregivers was simply not an option, especially as new challenges arose for individuals due to COVID-19 precautions. AAAM staff and KCSM and OAA partners rose to meet this challenge, coming up with creative ways to safely continue and expand their programming while working together to meet these needs. Innovative solutions included congregate meal sites transitioning to grab and go, the delivery of COVID Care Kits and produce boxes to clients, wellness check phone calls, and so much more.



Mason County Central Schools
Senior Meals Program



Senior Neighbors



AAAMW COVID Care Kit
Preparation

A SNAPSHOT OF 2020

RESILIENCE IN ACTION

Our commitment to supporting seniors, persons with a disability, and their caregivers has remained our top priority throughout the pandemic. We want to be sure that those we serve in our nine-county region are looked after and cared for during this uncertain time. The Kent County Senior Millage and Older Americans Act partner networks are made up of over **60** partner agencies committed to helping us serve the community.



OVER 40,000 CLIENTS SERVED



**OVER 7,400 CLIENTS
RECEIVED HOME DELIVERED MEALS**



**OVER 24,300 CLIENTS CALLED TO RECEIVE
INFORMATION AND ASSISTANCE**



**OVER 3,000 CLIENTS WERE PROVIDED
TRANSPORTATION ASSISTANCE**



**OVER 3,000 CLIENTS WERE SUPPORTED
THROUGH THE COVID-19 SENIOR SUPPORT
SERVICE**



Scottville Senior Center



Exalta Health Dental



Kent County Community Action



Osceola County Commission on Aging



Newaygo County Commission on Aging



Saint Alphonsus Young At Heart Program

POWER OF CONNECTION

In trying times, the relationships we have with others can often become our anchors. With the current pandemic, this remains true. However, the way in which we connect with our friends, family, and community likely looks very different. Socialization is a key component for our wellbeing. Without it, feelings of loneliness and isolation can set in. Connection plays a critical role for our programming and our partners' as well. These various programs and services provide social and in-home supports for older adults to help maintain their independence. Many of these services are established through the relationships they have with their clients. If they didn't have these relationships in-place, transitioning care during the pandemic would have likely proven impossible. Our AAAWM staff and partner network is made up of creative thinkers, who recognized that support is more vital now than ever before. From the start Care Managers and partner agencies were making calls and checking in with clients on their needs. They rose to the challenge together to come up with ingenious, safe ways to continue to connect with older adults and make sure their needs were met.



Spectrum Visiting Nurse Association-Friendly Visitor Program

The typical role of these outgoing and compassionate volunteers is to visit clients with the purpose of friendship and community connection. This support continued over the phone.



Life Therapeutic Solutions (LTS)-Stepping Stones Program

The recreational therapists at LTS performed exercises, crafting, and reminiscence activities virtually and dropped off leisure bags to clients at home.

OLDER AMERICANS ACT

2020 FISCAL YEAR

\$7,575,899 in service funding

ADDITIONAL
CORONAVIRUS
RELIEF
FUNDING

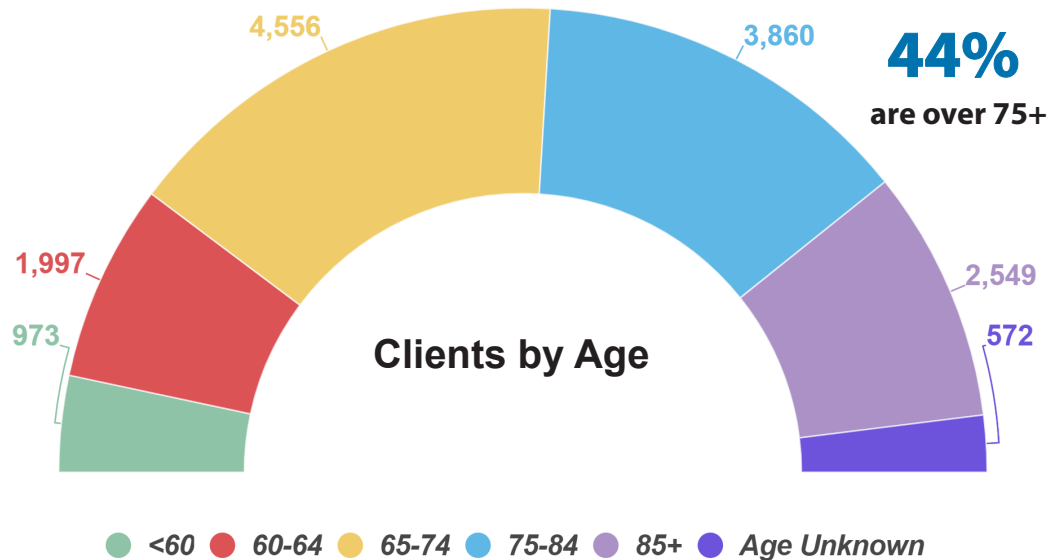
\$1,880,594 Coronavirus Aid, Relief, and Economic Security (CARES) Act
\$594,858 Families First Coronavirus Response Act (FFCRA) for Nutrition



AAAM and our
network of
partners served

14,507

total clients



Other

Pacific Islander

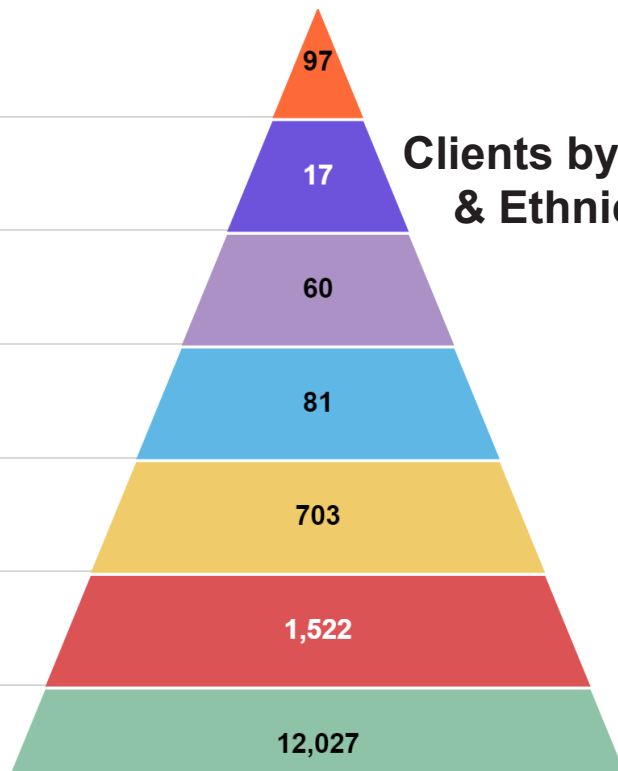
Asian

Native American

Race Unknown

African American

White



40.22%

live alone



31.23%

below poverty

3.04% Identify as Hispanic

1.11% Identify as Multiracial

Top 5 Services



**Information
& Assistance**



Nutrition



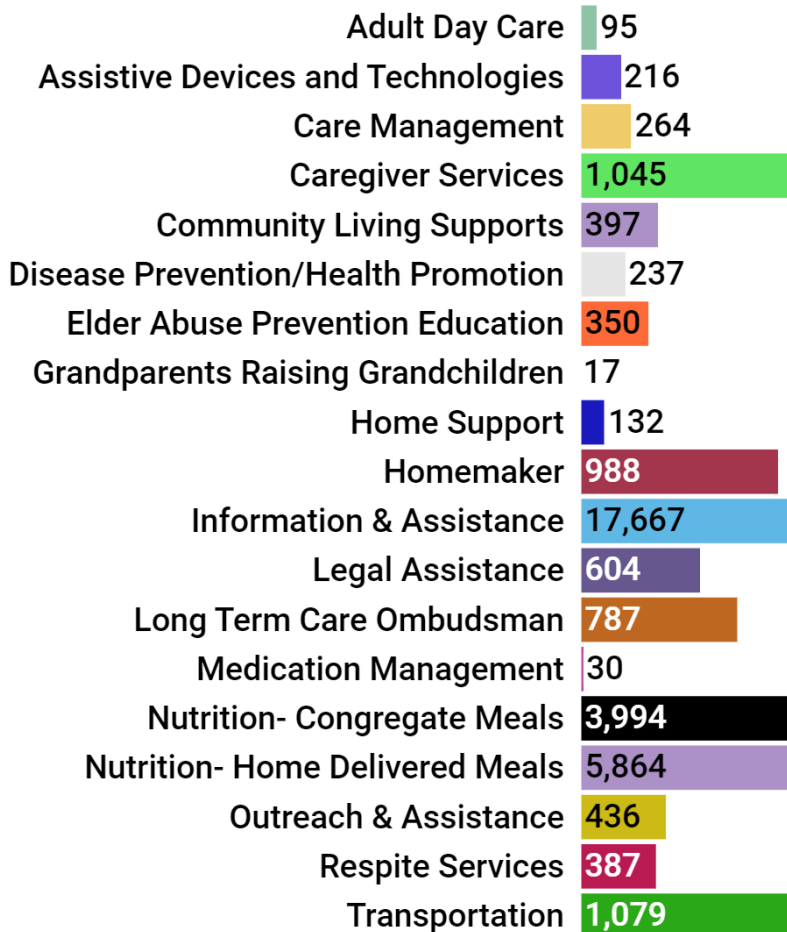
Transportation



Homemaker



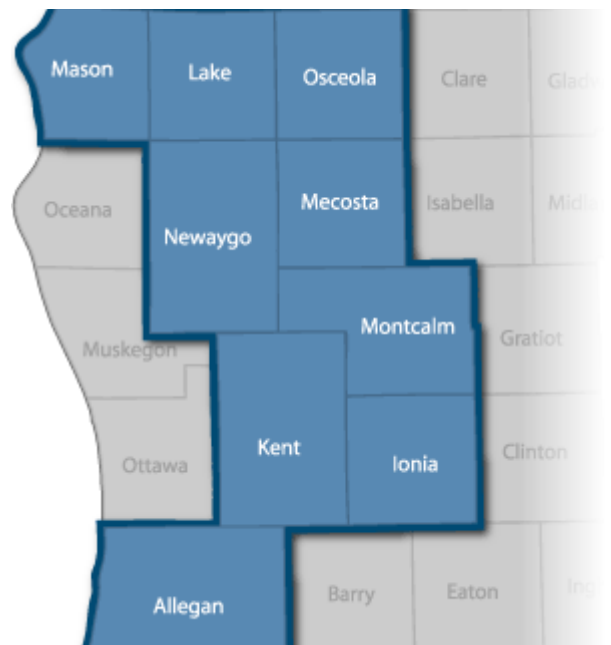
**Caregiver Support
Services**



**Clients
Receiving
Service**



County	Clients Served	Percent
Allegan	922	6.36%
Ionia	1,014	6.99%
Kent	6,584	45.38%
Lake	627	4.32%
Mason	864	5.96%
Mecosta	746	5.14%
Montcalm	977	6.73%
Newaygo	850	5.86%
Osceola	651	4.49%
Other	177	1.22%
County Unknown	1,095	7.55%



KENT COUNTY SENIOR MILLAGE

2020 FISCAL YEAR

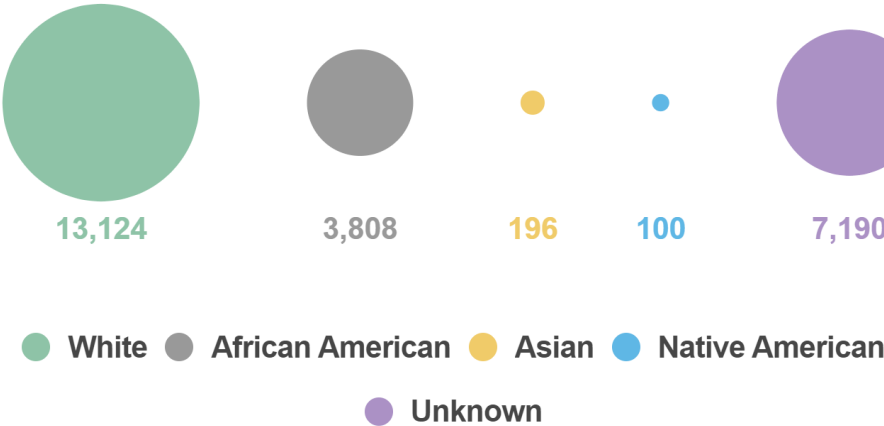
\$12,033,000 in service funding

AAAWM and our network of partners served

24,418
total clients



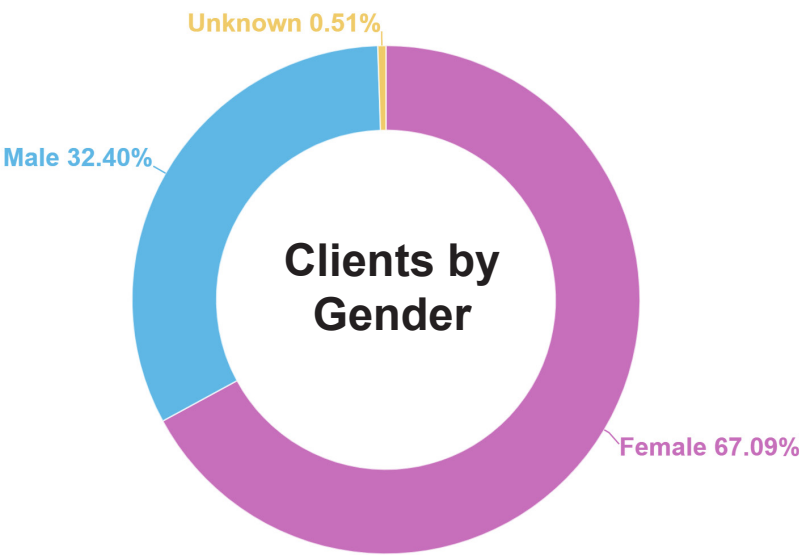
Clients by Race & Ethnicity



*Kent County
Senior Millage*



906 clients identify as Hispanic

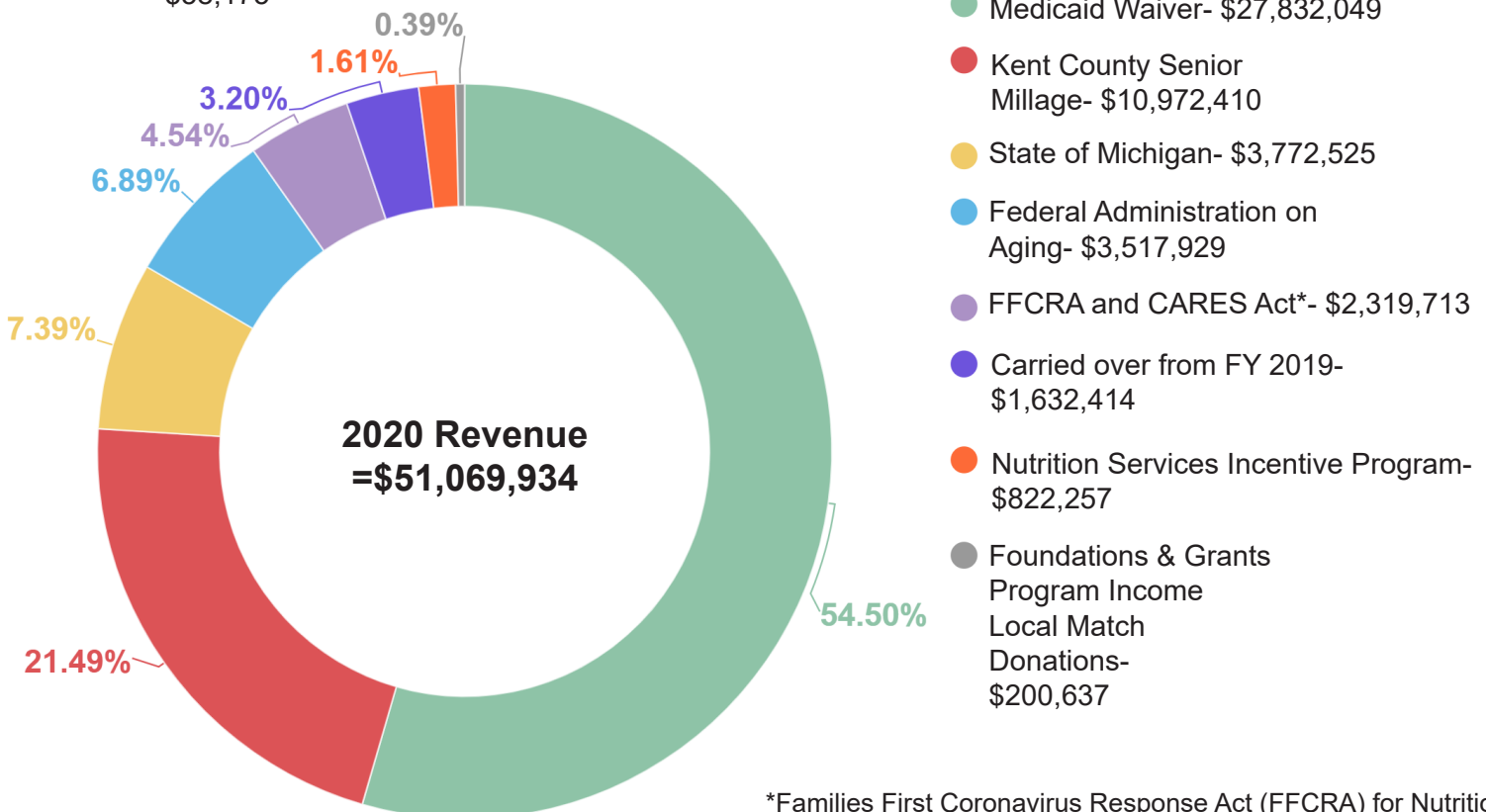
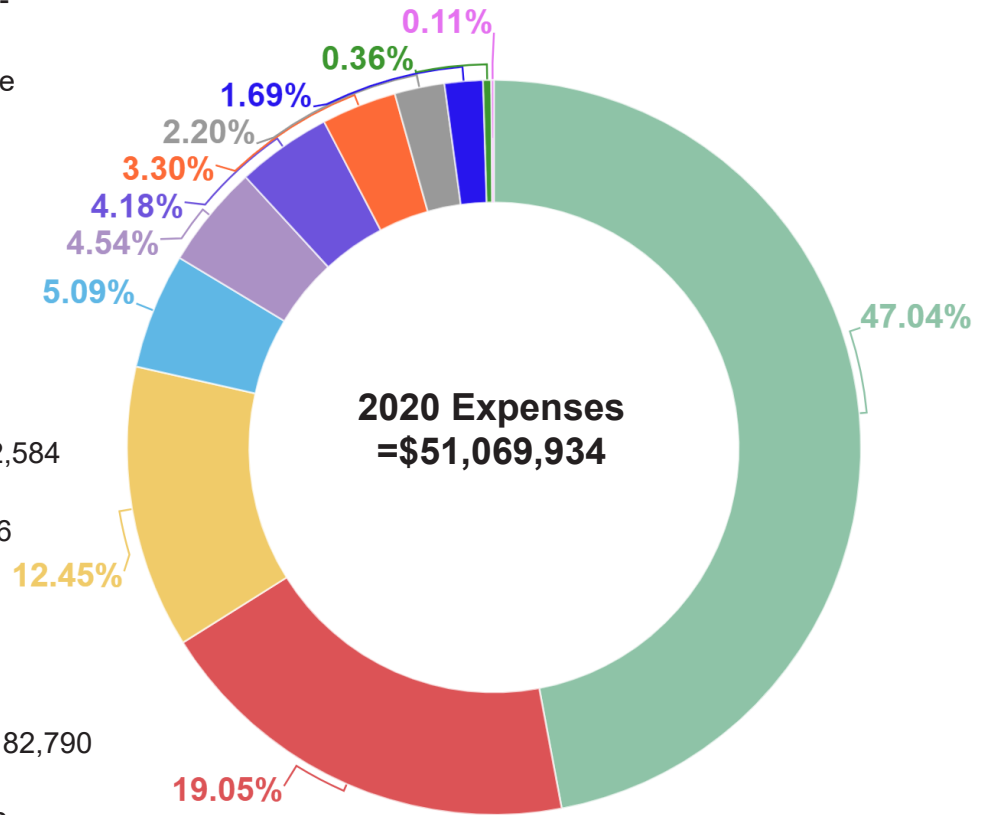


Top Services (by # of clients)

- Information and Referral- 6,701
- Medicare/Medicaid Assistance Program- 3,380
- COVID-19 Senior Support- 3,055
- Outreach & Assistance- 2,384
- Transportation- 2,080
- Senior Food Pantry- 2,073
- Home Delivered Meals- 1,547
- Care Management- 1,074

FINANCIAL REPORT 2020

- Medicaid Waiver Services- \$24,024,268
- Kent County Senior Millage Services- \$9,728,822
- Care Management- \$6,356,506
- Home Delivered Meals- \$2,597,385
- FFCRA and CARES Act*- \$2,319,713
- In-Home Services- \$2,132,584
- Administration- \$1,686,276
- Supportive Services- \$1,122,633
- Congregate Meals- \$860,782
- Program Development- \$182,790
- Foundation & Mini Grant Programs- \$58,175



*Families First Coronavirus Response Act (FFCRA) for Nutrition Coronavirus Aid, Relief, and Economic Security (CARES) Act



A huge thank you to all those who had a hand in putting COVID-19 Care Kits together for local older adults! Our amazing partners helped with distribution to clients and AAAM staff handled the assembly! We know that these care kits made a difference for seniors in our region and that would not have been possible without the contributions of many.



The Source for Seniors

AREA AGENCY ON AGING OF WESTERN MICHIGAN



Stay Connected With Us on Facebook

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