

2022 ANNUAL REPORT

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where we've been | where we are | where we're going

A R E A
AGENCY
ON AGING
OF WESTERN
MICHIGAN



Clay Street Adult Day Center- Montcalm County

THE SOURCE FOR SENIORS

The Area Agency on Aging of Western Michigan (AAAWM)'s mission is to provide older adults and adults living with a disability an array of services designed to promote independence and dignity in their homes and their communities. AAWM is The Source for Seniors in Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo, and Osceola counties. Together with our partners, through the Older Americans Act and Kent County Senior Millage, and through in-house programs such as Care Management and the MI Choice Medicaid Waiver (MI Choice), we help provide person-centered care that empowers individuals to age in place.

PROGRAMS & SERVICES TO SUPPORT ALL

The Area Agency on Aging of Western Michigan values diversity, equity, and inclusion (DEI); which is why we welcome individuals from all walks of life to work, partner, or participate with us. As an agency, we strive to provide an environment where all involved feel valued, celebrated, and heard. By committing to DEI, we foster growth and innovation while fulfilling our mission.

WHAT WE DO

AAAWM connects adults to quality services that promote and preserve their dignity, independence, and well-being. Also, we coordinate support and education for caregivers and lead advocacy efforts on behalf of older adults.

HOW WE DO IT

AAAWM is a 501(c) 3 nonprofit organization. Services are funded through federal funding, the Michigan Department of Health and Human Services, the Bureau of Aging, Community Living, and Supports, and the Kent County Senior Millage.

BOARD OF DIRECTORS

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

Com. Mark DeYoung
Stuart Peet

Lake County

Com. Kristine Raymond
Marilyn Burns

Montcalm County

Com. Ron Baker
Chuck Hazekamp

Ionia County

Com. Larry Tiejema
Edna Albert

Mason County

Com. Ron Bacon
Kim Halladay

Newaygo County

Com. Kenneth DeLaat
Richard Fitzpatrick

Kent County

Com. Carol Hennessy
Nancy Nielsen

Mecosta County

Com. Bill Routley
Sharon Bongard

Osceola County

Com. Tim Michell
Dawn Montague

City of Grand Rapids

Com. Lisa Knight
Jane DeVries

ADVISORY COUNCIL

The AAWM 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

Jo Verbeek

Kent County Veterans Services

Martha Burkett

Montcalm County

Tim Reno
Ben Witbrodt

Ionia County

Norma Kilpatrick

Mason County

James Thomas

Newaygo County

Helen Taube

Kent County

Priscilla Kimboko
Melaine Grooters
Bob Dunlap
Monica Sparks

Mecosta County

Mary Bechaz
Jerrilyn Strong

Osceola County

Mary Lou Proefrock
Barbara Hazlett



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WHY WE DO WHAT WE DO

A MESSAGE FROM OUR CEO

Kendrick Heinlein, Area Agency on Aging of Western Michigan

In my role, I often envision the future of the Area Agency on Aging of Western Michigan (AAAWM). How will our goals as an agency change? How will the needs of the seniors we serve evolve?

It can be easy to get caught up in moving forward without looking back. While considering this year’s annual report, we wanted to encompass this forward progress, while also honoring and celebrating where we’ve been over the last year and how our programs have evolved to where they are today. I’m proud of the innovative services and our outstanding Older Americans Act (OAA) and Kent County Senior Millage (KCSM) partners who are essential in providing this one-on-one care.

Ultimately, studies through AARP indicate that 3 out of 4 older adults wish to age in place and our services wrap around seniors and persons with disabilities so they can live in the setting of their choice. Through our agency and its partner network, caregivers are supported on their journey, and advocates diligently press for meaningful senior priorities to safeguard these services. There is no one-size-fits-all to aging, but we strive to provide person-centered care where individuals are given autonomy in the resources and programming they choose.

So, let’s take a look together, at where we’ve been, where we are, and where we’re going as we **envision** aging and the future of AAAWM.

**Over
35,000**

clients served between
OAA and KCSM
funding in 2022

95%

of OAA & KCSM
funding goes back to
community partners to
help make this possible

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WHERE WE'VE BEEN

FOUNDATIONAL SERVICES

The foundational services that go to support older adults are paramount to their independence while also bringing relief to caregivers. Foundational services that have been well established through the KCSM and OAA partner networks include meals, transportation, in-home care, adult day, and outreach and assistance

over
3,500



clients received
transportation
assistance

over
110



adult day
clients

more than
2,640



clients received
in-home care

MORE THAN A MEAL

Home delivered and congregate meals are more than a meal. They provide nutrition while allowing for social interaction and someone regularly checking in. Other meal options, such as food pantries and the Community Food Club provide choice and autonomy for individuals to make meals themselves.



Meal site volunteers at Meals on Wheels of Western Michigan

over
13,035



clients received
nutrition services

IT STARTS WITH A PHONE CALL

Outreach and assistance connects individuals to essential resources. In a recent example with United Way's 2-1-1, Belinda's life took a turn she never imagined -- she found herself homeless after a series of health setbacks. She felt lucky to have her car to sleep in, but this caused blood clots and frequent hospital visits. A call to 2-1-1 began Belinda's path toward renewed independence. After a 2-1-1 specialist connected with Belinda's nurse case manager, they were able to help her apply for housing assistance, and in June 2022, Belinda moved into her new apartment.

United Way 2-1-1 specialist taking calls

more than
30,050



clients used
outreach
& assistance +
information &
referral services



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WHERE WE'VE BEEN

continued...

FILLING GAPS IN CARE

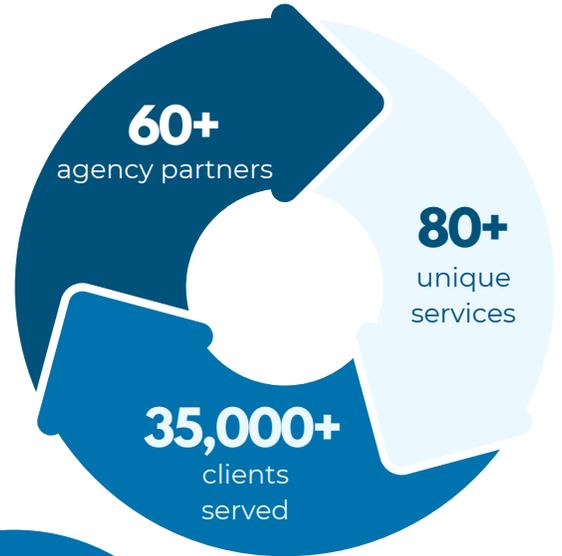
Each year consideration is given to how services come together as a comprehensive system; eliminating gaps in care, coming alongside caregivers, and allowing seniors and persons with disabilities to stay engaged in their communities. Research has shown improved physical and mental health for older adults that stay engaged in enjoyable activities.

HUBS FOR SERVICES

Commissions on Aging and senior centers throughout our nine-county region act as one-stop shops for seniors providing activities and connections to resources. These hubs give older adults a sense of community while keeping them active and engaged. Special attention is also given to the staff who provide compassionate and skilled care for clients both at the centers and receiving services throughout the counties.

AIDS FOR INDEPENDENCE

Funding goes to support mobility and adaptive equipment for such things as walkers, bath equipment, hoist lifts, scooters, power and manual wheelchairs, and assistive devices. These aids give individuals the assistance and freedom to move safely throughout their homes and communities.



Kent County Community Action
Older Michiganian's Day
Celebration.

Association for the
Blind and Visually
Impaired client,
Bette, wearing
MAX-TV Clip-ons to
aid in distance
viewing.



Renew Mobility's 82-year-old client, Beverly, has been able to continue to live in the house she built with her husband 50 years ago thanks to the support of a four-wheeled walker to prevent falls and give her the freedom to go to the doctor.



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WHERE WE ARE



INNOVATIVE PROGRAMMING

The way that our OAA and KCSM partner networks support one another and problem-solve together, especially throughout the pandemic, has been outstanding. Their steadfast commitment to older adults in our region is apparent, and 2022's partners embodied this same dedication. They've come up with innovative programming to meet emerging needs including programs such as Grandparents Raising Grandchildren, Healthy IDEAS to support caregivers, low vision counseling, crisis meal solutions, and many more.



Scottville Senior Center's Grandparents Raising Grandchildren intergenerational art project.

OVERCOMING BARRIERS



The pandemic exposed barriers for seniors and caregivers alike. One key issue became access to technology and knowledge of how to use it. The Senior Technology Support Program through **Senior Neighbors** began in 2022 offering workshops, one-on-one consultations, and a device lending library to provide seniors with the skills to be able to access resources across the internet and connect with friends and family from afar.

The mental health of seniors also came to the forefront during the pandemic due to social isolation. **Reliance Integrated Wellness** began offering therapy services to individuals in-person, in their homes, and virtually to meet clients where they are. A 72-year-old client was isolated with feelings of depression and shared the following:



Senior Neighbors Technology Workshop

“

Talking to Lauren (my therapist), has given me the confidence to go do some of the things I used to do. My experience has been uplifting. Lauren has helped me find my own answers and she has guided me to find those answers that ultimately work best for me.

”

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WHERE WE ARE GOING

Retirement is what you make of it. I chose to keep moving!"

GRCC Older Learner Fitness class members Paulette and Sherry improve their mobility through exercise.



CHANGING THE NARRATIVE

Oftentimes aging has a negative connotation, yet through services that focus on independence comes a shift in mindset. The support you may need as you age could vary, but being able to choose, trust, and rely on these services brings the power of choice. And through this choice, you can find joy in the journey of getting older.

Programs emphasize social engagement and community connections through a robust network of services. For instance, Engaging Wellness programming specializes in endurance, strength, and fall prevention for older adults. Individuals are able to celebrate aging while building community in classes.

ADDRESSING A GROWING NEED

94%

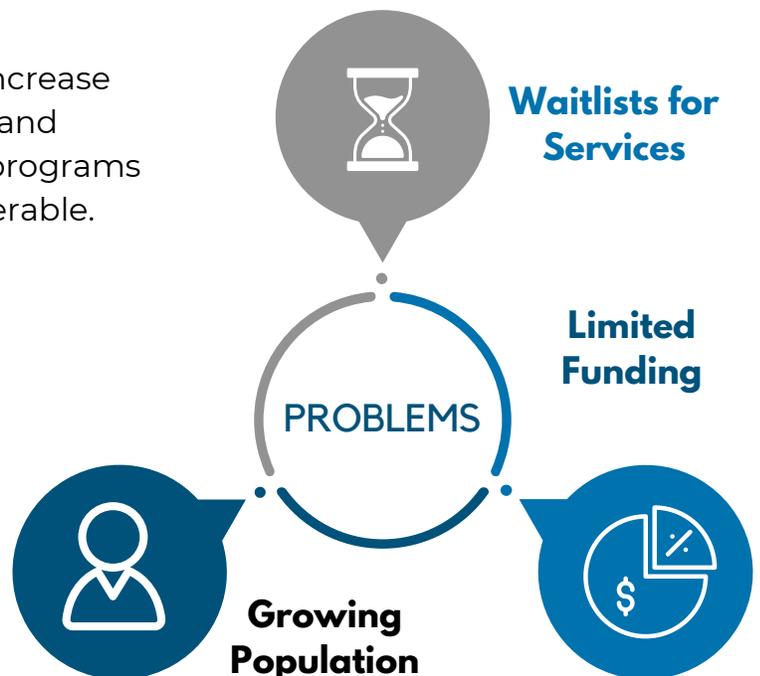
AAAs nationally have seen an increase in service requests. Due to this and stagnate funding, waitlists for programs can occur, leaving seniors vulnerable.

Funding is limited to address growing service costs and the direct care workforce shortage.



24%

The percentage of Michigan's population that the U.S. Census Bureau estimates will be 60 and older by the year 2030.

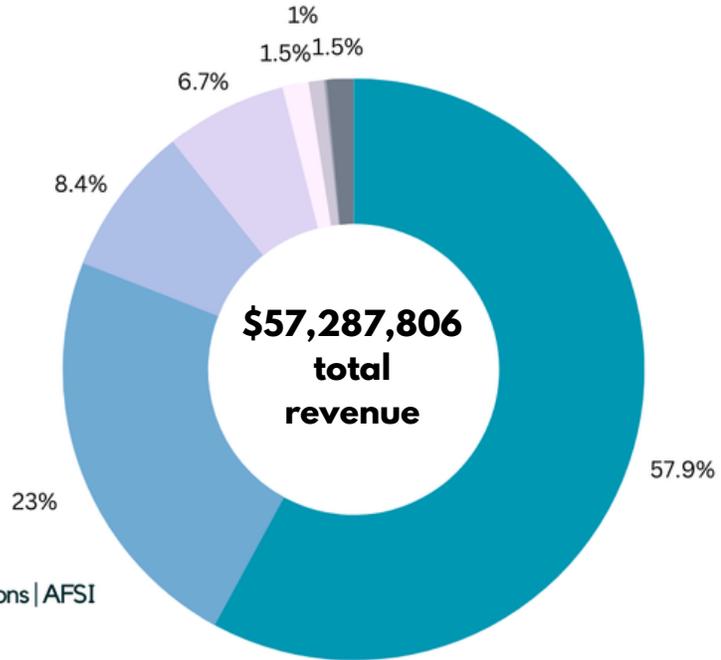


FINANCIAL REPORT

Fiscal Year 2022

REVENUES

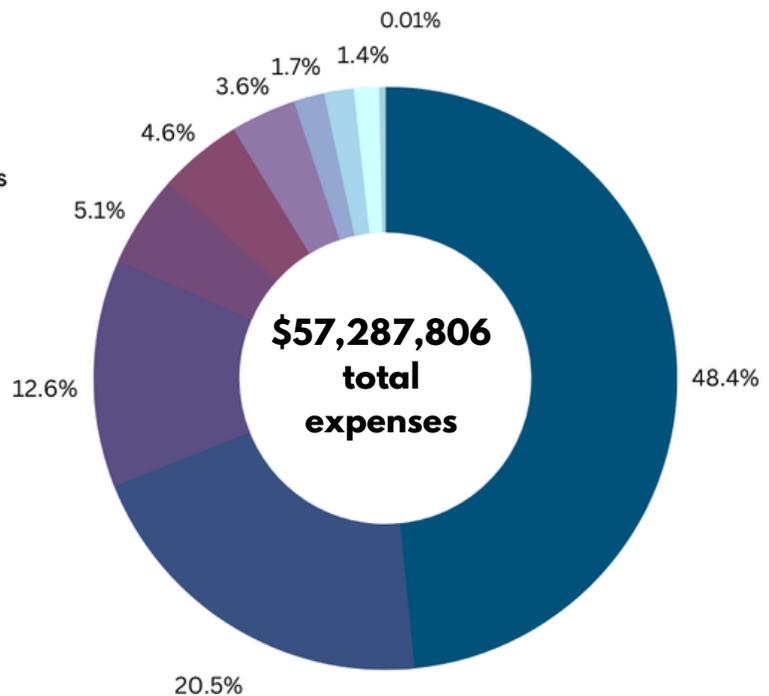
- Medicaid Waiver
\$33,181,230
- Kent County Senior Millage
\$13,197,127
- Federal Administration on Aging
\$4,789,498
- State of Michigan
\$3,862,606
- Nutrition Services Incentive Program
\$835,907
- CARES Act
\$488,039
- Local Match | Program Income | Donations | AFSI
\$82,965
- Carried Over From FY2021
\$850,435



Fiscal Year 2022

EXPENSES

- Medicaid Waiver Services
\$27,729,640
- Kent County Senior Millage Services
\$11,772,509
- Care Management
\$7,244,502
- Home Delivered Meals
\$2,904,424
- In-Home Services
\$2,651,510
- Administration
\$2,077,923
- Supportive Services
\$970,759
- Congregate Meals
\$941,816
- CARES Act- \$796,711
- Program Development- \$182,925
- Advocacy- \$15,088



2022 AT A GLANCE

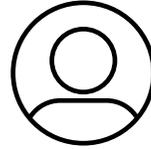


\$8,422,650
in service funding

OLDER AMERICANS ACT

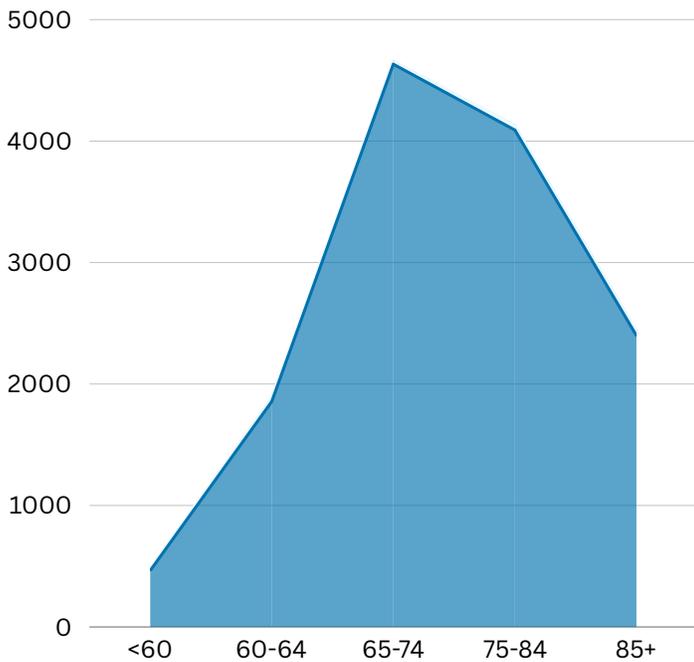
Funding covers a nine-county region:
Allegan, Ionia, Kent, Lake, Mason, Mecosta,
Montcalm, Newaygo, and Osceola.

FY22

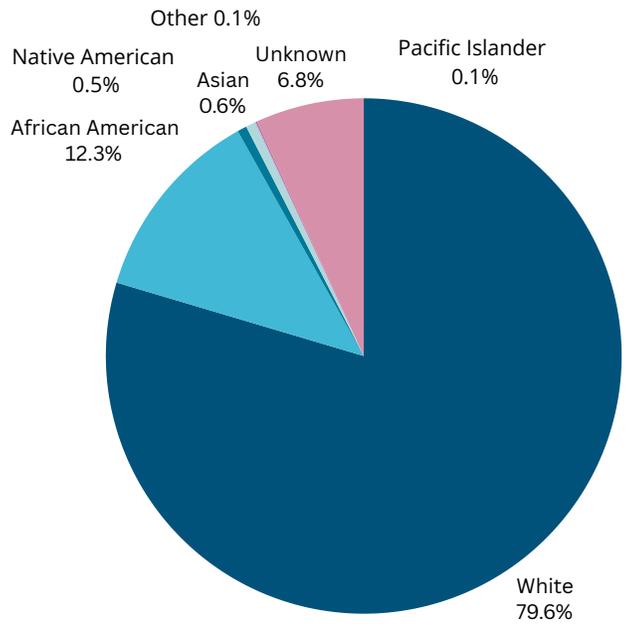


14,529

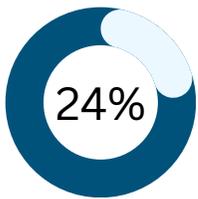
total clients served
11% increase from FY21



CLIENTS BY AGE

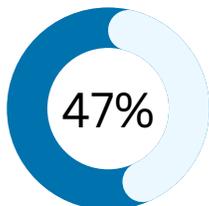


CLIENTS BY RACE & ETHNICITY



Live below poverty

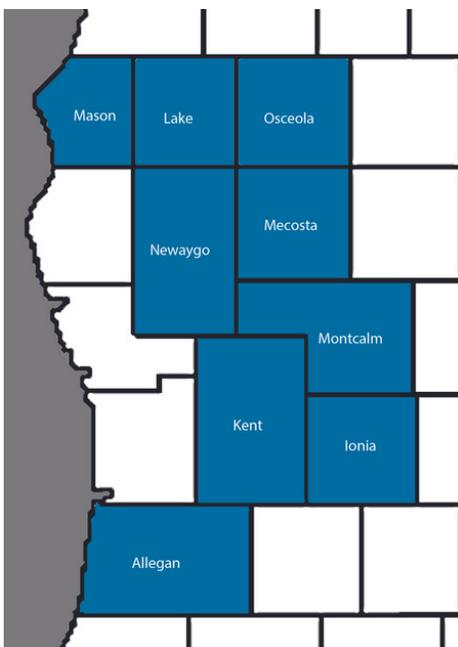
Live alone



OAA CLIENTS SERVED

		%
66	Adult Day Care	0.39%
286	Assistive Devices	1.69%
210	Care Management	1.24%
1,138	Caregiver Support	6.73%
3,585	Congregate Meals	21.20%
237	Dementia Friends	1.4%
573	Disease Prevention	3.39%
532	Elder Abuse Prevention	3.15%
66	Grandparents	0.39%
5,095	Home Delivered Meals	30.13%

		%
72	Home Support	0.43%
906	Homemaker	5.36%
18,780	Information & Referral	
894	Legal Assistance	5.29%
459	LTC Ombudsman	2.71%
49	Options Counseling	0.29%
1,358	Outreach	8.03%
637	Purchased Services	
247	Respite	1.46%
1,136	Transportation	6.72%



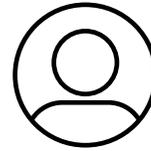
County	Clients	Percentage
Kent	7,121	49.01%
Ionia	1,336	9.2%
Montcalm	934	6.43%
Newaygo	910	6.26%
Mecosta	888	6.11%
Allegan	693	4.77%
Osceola	689	4.74%
Mason	558	3.84%
Lake	534	3.68%
Other	224	1.54%
County Unknown	642	4.42%

2022 AT A GLANCE

Kent County Senior Millage FY22

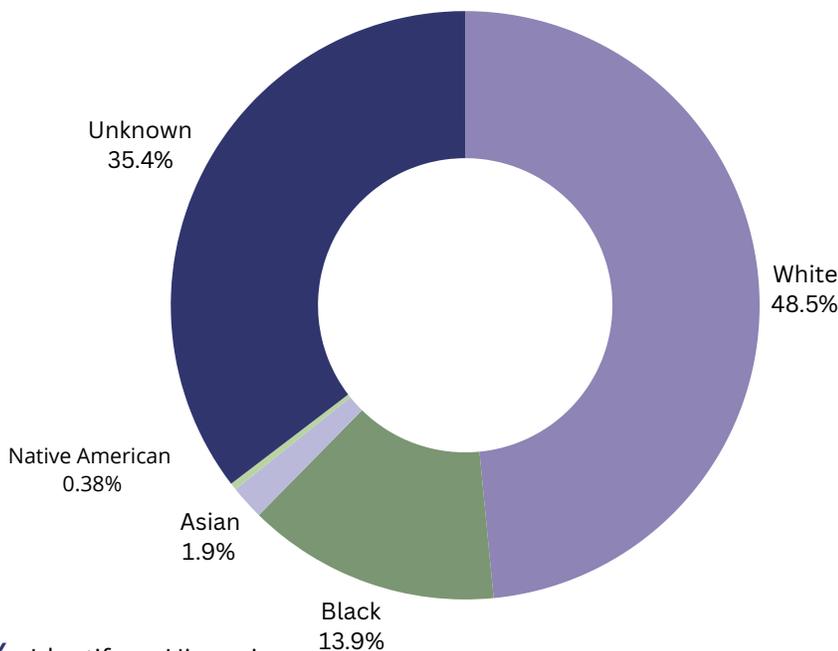


\$13,715,778
in service funding

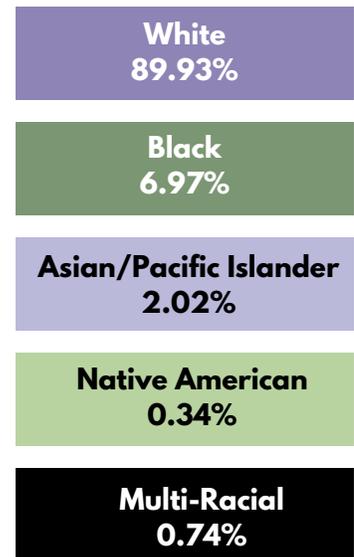


21,666
total clients served

CLIENTS BY RACE & ETHNICITY



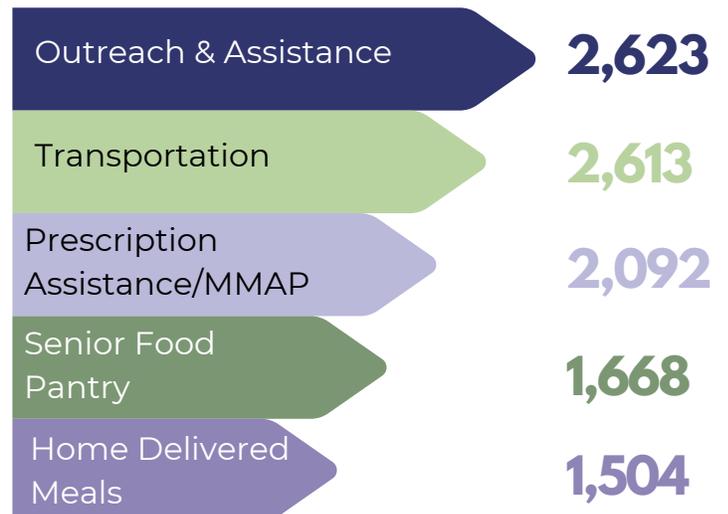
IN COMPARISON TO KENT COUNTY CENSUS DATA



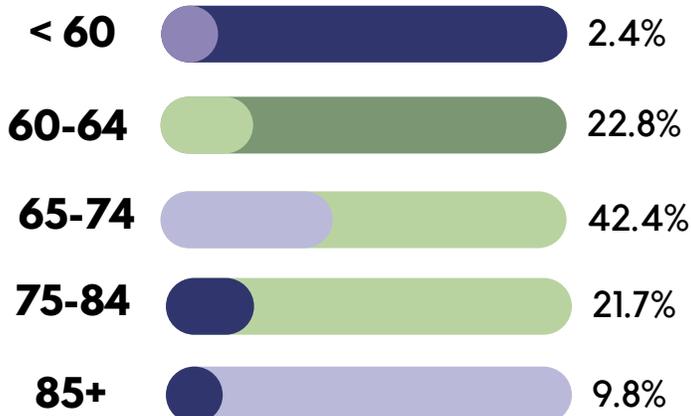
5.16% Identify as Hispanic

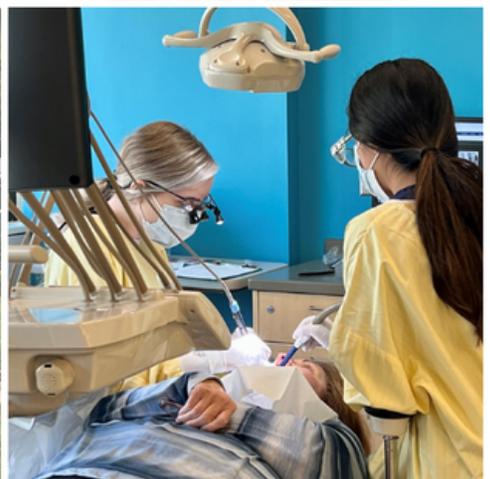
TOP 5 MILLAGE SERVICES

by client number



CLIENTS BY AGE





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Many thanks to our Older Americans Act and Kent County Senior Millage partners who provided the majority of images you see in this report. We're grateful for the incredible work that they do and for being able to recognize it in this way!



3215 Eaglecrest Drive NE,
Grand Rapids, MI 49505



616-456-5664



www.aaawm.org