

# Honoring Caregivers



## Annual Report

FISCAL  
YEAR 2018

## 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

Stuart Peet  
Comm. Rick Cain  
\*Comm. Don Black

### Ionia County

Dennis Sitzer  
Comm. Larry Tiejema

### Kent County

Nancy Nielsen  
Comm. Carol Hennessy  
(Member at Large)

### Lake County

Marilyn Burns (Vice Chairperson)  
Comm. Betty Dermeyer

### Mason County

Peggy Dittmer  
Comm. Ron Bacon  
\*Comm. Gary Castonia  
\*Patsy Hagerman

### Mecosta County

Sharon Bongard  
Comm. Bill Routley (Chairperson)

### Montcalm County

Linda Weger  
Comm. Betty Kellenberger  
\*Comm. John Johansen

### Newaygo County

Cindy LaBelle  
Comm. Kenneth DeLaat  
\*Comm. Vern Willett

### Osceola County

Richard Karns (Secretary)  
Comm. Larry Emig

### City of Grand Rapids

Jane DeVries  
\*Comm. Kurt Reppart

*\* Denotes Former Member*

## 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

F. Rob Deane, MD  
Harold Mast (Vice Chairperson)  
Stephen Wooden

### Kent County Veterans Services

Martha Burkett

### Lake County

Nellie Blue  
\*Nicolette McClure

### Mason County

Robert Sundholm (Chairperson)  
\*Paula Estle

### Mecosta County

Mary Bechaz  
Jerrilynn Strong

### Montcalm County

Tim Reno  
Ben Witbrodt

### Newaygo County

Adele Hansen  
Elsie Plank  
Helen Taube

### Osceola County

Barbara Hazlett (Vice Chairperson)  
Mary Lou Proefrock

### City of Grand Rapids

Keith Vandercook

### Grand Valley State University

Priscilla Kimboko, PhD

*\* Denotes Former Member*



## From the Executive Director

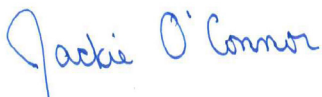
*“When you are a caregiver, you know that every day you will touch a life, or a life will touch yours.” ~ Anonymous*

In this year's theme, “Honoring Caregivers”, we recognize the important role caregivers – both family and professional – provide to the people we serve. Family caregivers are often the eyes, ears, and voice of their loved one and the person who makes the first call to our agency for help. The part of our mission, to promote the independence and dignity of the people who receive our services mainly rests on professional caregivers and the kindness, dedication and assistance they consistently provide to their clients. Families often express that their loved one's care workers become part of the family. Caregiving is not an easy job, whether it's done for a loved one or for a paycheck. Area Agency on Aging of Western Michigan (AAAWM) provides support and education to caregivers so they are not taking this journey alone. And with legislative advocacy, we support the professional caregivers so they are able to continue providing this crucial work.

In our 2018 report, we are highlighting the programs and services provided through AAAWM that offer assistance to caregivers. Through caregiver training and support services we help professional and family caregivers with monthly educational and networking opportunities. It could be help with self-care, estate planning, cultural diversity, health advocacy, or dementia. Adult Day services and In-Home Respite services offer family caregivers peace of mind knowing their loved one is cared for while they continue to work, take care of children, or experience a few, precious moments to themselves.

AAAWM has been recognized as the Michigan Chapter of Dementia Friends America by the National Association of Area Agencies on Aging. AAAWM has trained three other Area Agencies on Aging as Dementia Champions in order to bring this unique training into their communities, while we continue to provide Dementia Friend trainings throughout West Michigan. Our participation in the Michigan Health Endowment Grant for LGBT Awareness came to a close with the development of Resources, an LGBT Services Guide for Seniors and Caregivers in West Michigan. This training module will continue educating AAAWM staff and partners on the challenges LGBT seniors face when accessing services.

Our work in 2019 continues the advocacy on behalf of older adults, family caregivers and professional caregivers. We will also be educating new Board member, legislators and their staff on the Aging process, opportunities and needs. Older adults and persons living with a disability will continue to live with dignity and independence in the community of their choice.



Jackie O'Connor  
Executive Director

# Caregiver Education, Training & Support



Caregiver education, caregiver training and caregiver support assists caregivers in understanding and coping with a broad range of issues. AAAWM and its partners provide a variety of services intended to support individuals on their caregiving journey.

The Caregiver Resource Network (CRN), a collaboration of over one hundred West Michigan agencies, provides monthly networking and professional development opportunities that foster community and support between caregivers and the agencies in which they are employed. The CRN hosts Diversity Academy, where caregivers address topics that may create obstacles to giving or receiving care. Family Caregiver University (FCU), also part of CRN, offers educational opportunities for caregivers, as well as the opportunity to connect and support one another on their caregiving journeys. Because caregivers endure a great deal of stress, many of the topics covered in FCU are self-care topics.

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DON'T WALK  
THE CAREGIVER  
PATH ALONE.

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In addition to AAAWM's Caregiver Education efforts, partners within our network, the Alzheimer's Association - Greater Michigan Chapter and EasterSeals Michigan, provide education and training for family and professional caregivers in our region.

The Alzheimer's Association supports caregivers so that family members can remain independent and at home for as long as possible. They offer tools and resources to the families of individuals with dementia so that they are safely cared for while remaining in their community of choice. The goal is to be connected with resources and services as guided by a person-centered plan.

EasterSeals Michigan's Caring For Caregiver program works with caregivers to identify areas in which they need assistance or training to properly care for their loved one. Helping to decrease caregiver stress is a big challenge along with helping to increase safety for both the care recipient and caregiver involved. Therapists provide disease education, resources, home safety recommendations, transfer training and other essential supports.



# Adult Day Services



Adult Day services provide care for older adults who are living with cognitive impairment. It is a non-residential placement for extended hours during the day by registered and licensed nursing staff, social workers and activity professionals.

For Candace, caring for her husband Jack, Adult Day is the “pièce de résistance” on her caregiving journey. Jack has Pick’s Disease, a rapidly progressing frontotemporal dementia, that for him affects his language – his ability to find words, remember the meaning of them and express himself with them. As an avid reader and a lover of language and ideas, it is extremely frustrating to Jack to not be able to communicate the way he wants, therefore he frequently experiences agitation and frustration. Candace’s ability to utilize Adult Day services through SarahCare, offers her a few hours to herself each week. In addition to making appointments for herself and Jack and researching his disease, sometimes she also takes a nap. As Jack’s disease progresses, he sleeps less. Candace states, “I don’t know if I could keep doing it without being able to get a break every now and then.”



*Candace VanderMuelen, Caregiver*

While Adult Day services offer family caregivers much-needed respite, it also offers important help to the participant. Our Adult Day partners work to improve the overall well-being of participants with activities that address the social, intellectual, physical and emotional aspects of each individual, so they are able to remain in their own homes as long as possible.



# In-Home Respite Services



In-Home Respite makes it possible for families to keep their loved one in their home longer. Professional caregivers provide daily assistance to ensure a person's needs are met. They cook, clean, grocery shop and help their care recipients with personal care tasks like bathing, dressing and grooming.

Don and Nancy Hart live on a lake in Irons, located in northern Lake County. It's the lake that Nancy grew up on since she was five years old. When Nancy and Don retired, they made their cottage their permanent residence. Both in their 80s now, Don cannot perform all of the tasks that Nancy requires to be able to continue residing in their lakeside home. Nancy's caregivers through Baldwin Family Health Care provide the assistance she needs to remain at home with her husband. Nancy says, "Without Darla and my other workers, I would have to go to a nursing home." Don agrees, "We are able to enjoy being together in our own home - that's the main thing. If we were in a nursing home, we might not be able to be together doing what we want to do."

Melissa cares for her grandfather, Robert, near Newaygo. Melissa has a full-time career, which helps supplement the cost of her grandfather residing in his own home. As he states, "I built it; I'd like to keep living in it." In order for this to happen, Robert receives in-home respite care through Baldwin Family Health Care. "To know that I can go to work and focus on my job is a big relief," Melissa describes, "I feel like I can just breathe easy with Kristi here." Kristi, Robert's professional caregiver, cooks his meals, assists with Robert's grooming, keeps the house tidy and even feeds his cat. Robert says, "The best thing is I'm still alive. You can't beat the care I get."

In-Home Respite, provided by partners listed below, make a significant impact on a person's ability to remain independent. It also impacts family caregivers, allowing spouses and families to remain together longer.



Family Health Care





# Professional Caregivers



Every day, there are people going into the homes of older adults and individuals living with disabilities to perform all of the tasks that keep people safe, healthy and independent. The vital work they provide also offers a few hours of respite to family members. Professional caregivers typically work with 3-4 individuals a week, often being viewed as family members to those individual families. In our rural counties, caregivers are driving upwards of an hour to get to a care recipient's home. They do all of this for wages only slightly above minimum wage.

Darla and Kristi work for Baldwin Family Health Care. They are just two of the hundreds of professional caregivers in our region performing the tasks necessary to keep people independent, in their own homes and offering family caregivers a few hours of freedom and time to take care of their needs. When asked why they do it, Kristi replied, "Knowing that what I'm doing helps them stay in their home, seeing their faces light up when I walk in, makes it all worth it." Likewise, Darla describes, "What makes it rewarding for me is, I leave here knowing I brightened their day, that they get to keep living at home and their families don't have to worry about them."

One kind of caregiver that defies categorization is the person who becomes both the professional and the family caregiver for their loved one. For some people, becoming the paid caregiver is the only means to keep their loved one at home. When Jimmy Kelly's brother, Freddie, had a stroke and was no longer able to live alone, she took him into her home. Jimmy was still working when Freddie came to live with her. In order to provide her brother the care he required, she needed to be home with him full time. Being trained to become Freddie's caregiver allowed Jimmy to leave her job and to care for her brother. Even though she is home caring for Freddie 24/7, she earns pay for 20 hours/week, foregoing the respite provided by having a caregiver come into her home. Jimmy has been providing care to Freddie for nine years, "He's my brother. I love him, so I'm going to keep caring for him."



*Jimmy Kelly and her brother, Freddie*

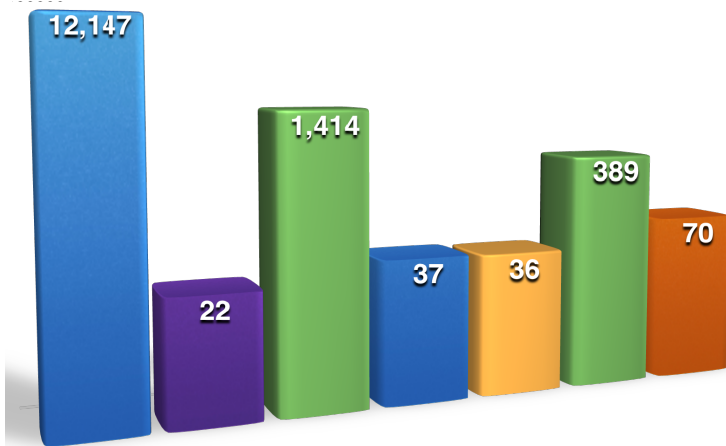
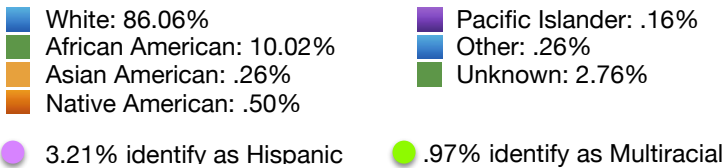
One of the greatest challenges AAAWM and our partners who provide in-home services face is the shortage of workers available to fill the need for care that exists. Providing direct care is a tough job and the wages paid are low. AAAWM will continue to build awareness around this issue and advocate for change on state and federal levels. We recognize and honor the important work professional caregivers provide throughout our region and state.

# OLDER AMERICANS ACT

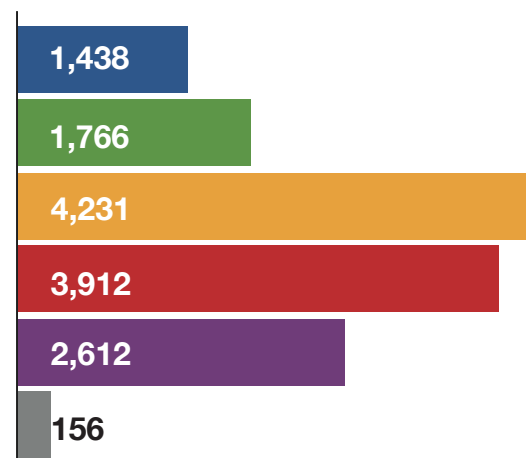
## Who We Serve:

AAAWM and our partners served 14,115 people in FY 2018. The greatest increases in persons served were in Montcalm (17%) and Allegan (13%) counties. Of the people we served, 30% are between the ages of 65-74, 39% lived alone and 26% lived below the poverty line. Women make up 66% of our clients.

### Clients by Race & Ethnicity



### Clients by Age Group

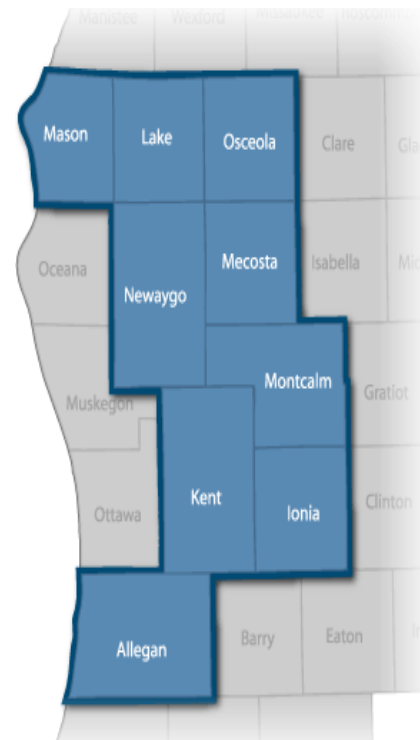


Clients < 60 are typically family caregivers.



### Clients by County

County	Clients Served	Percent Served
Allegan	715	5.07%
Ionia	1,359	9.6%
Kent	6,098	43.2%
Lake	716	5.1%
Mason	878	6.2%
Mecosta	752	5.3%
Montcalm	956	6.8%
Newaygo	881	6.2%
Osceola	763	5.4%
Visitors	997	7.1%





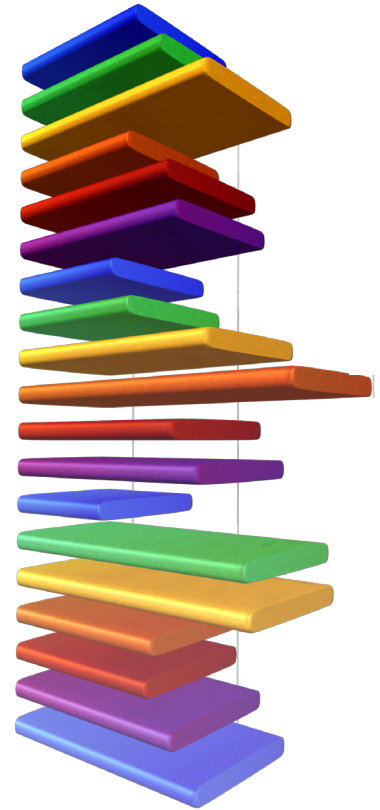
## SERVICES PROVIDED

Access to services often begins with a telephone call. Calls seeking Information & Assistance are consistently the most-utilized service: 15,432 calls in FY 2018. The next top five service areas were:

- 1.) **Nutrition:** 66% of clients received congregate or home delivered meals.
- 2.) **Caregiver Services:** 14% of individuals received caregiver services which include training, support, respite and adult day services.
- 3.) **Homemaker:** 10% of clients received this service. Newaygo county serving the greatest number of clients.
- 4.) **Transportation:** Assisted and public transportation services were provided to 7% of our clients.
- 5.) **Long Term Care Ombudsman:** 7% of clients utilized this service.

## Clients by Service

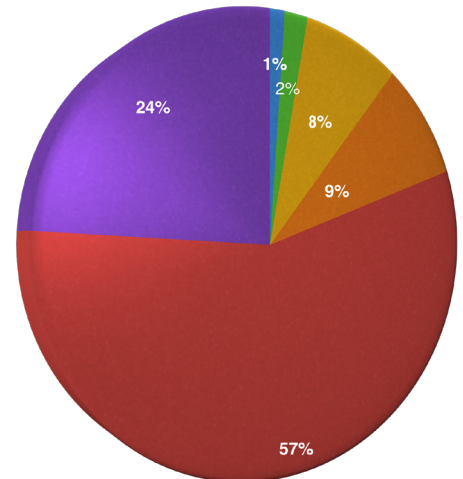
■ Adult Day Care:	131
■ Care Management:	314
■ Caregiver Services:	1,339
■ Counseling:	98
■ Disease Prevention/Health Promotion:	385
■ Elder Abuse Prevention & Education:	533
■ Grandparents Raising Grandkids:	54
■ Home Support:	101
■ Homemaker:	1,399
■ Information & Assistance:	15,432
■ Legal Assistance:	469
■ Long Term Care Ombudsman:	1,033
■ Medication Management:	35
■ Nutrition - Congregate meals:	4,274
■ Nutrition - Home Delivered meals:	4,971
■ Outreach & Assistance:	234
■ Personal Care:	198
■ Respite Services:	461
■ Transportation:	1,048



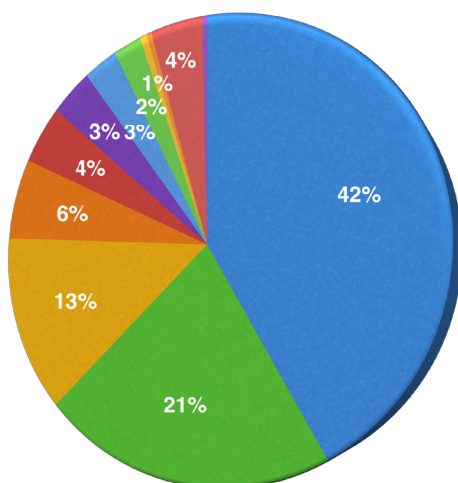
## REVENUE & EXPENSES

### FY 2018 REVENUE

Foundation Grants & Donations Program Income Local Match Title V Employment Program	\$505,827	Federal Administration on Aging	\$3,860,191
Nutrition Services Incentive Program	\$803,538	Medicaid Waiver	\$25,328,776
State of Michigan	\$3,521,139	Kent Co. Senior Millage	\$10,795,419
		Total	\$44,814,890



### FY 2018 EXPENSES



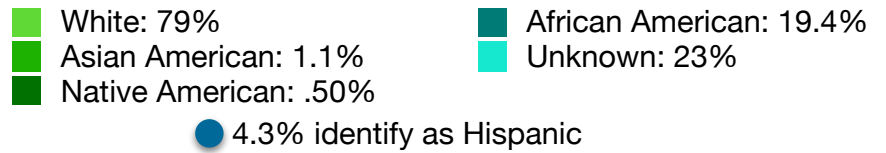
Medicaid Waiver Services	\$18,610,101	Supportive Services	\$1,206,850
Kent Co. Senior Millage	\$9,584,303	Congregate Meals	\$983,624
Care Management	\$5,900,966	Employment Services	\$238,521
Home Delivered Meals	\$2,684,289	Foundation & Mini Grants	\$178,405
In-home Services	\$1,927,452	Carried over to FY 2019	\$1,777,736
Administration	\$1,540,337	Program Development	\$182,306
Total	\$44,814,890		

# Kent County Senior Millage

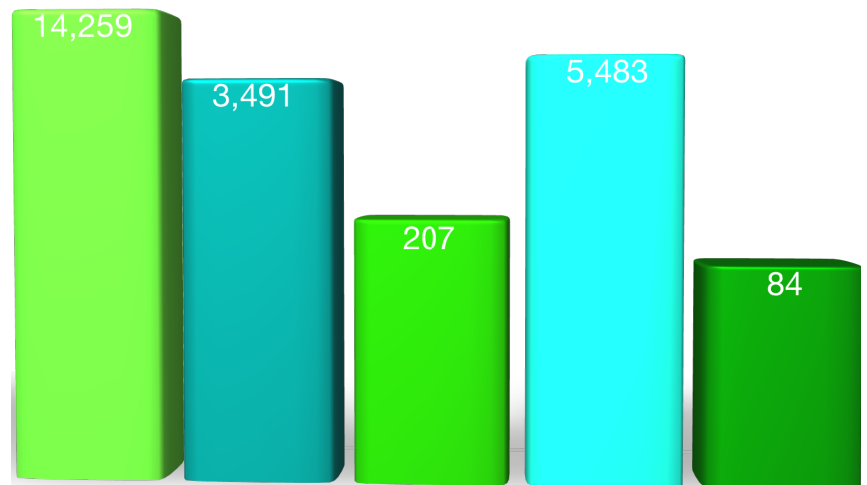
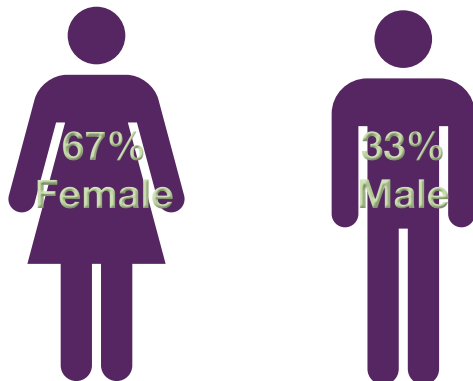
AAAWM administers the Kent County Senior Millage (KCSM), which was adopted in 1998. In 2006 and 2014 voters approved a renewal and increase of the millage. In 2018, KCSM provided \$10,612,915.00 in funding to 30 agencies for 52 unique services.



## Clients by Race & Ethnicity



## Clients by Gender



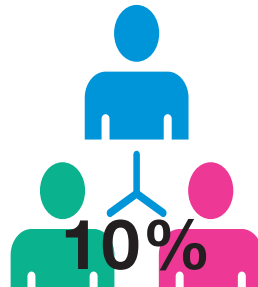
## Top 5 KCSM Services



**5119**  
Information &  
Assistance  
Calls



**4627**  
Medicare/  
Medicaid  
Assistance  
Program



**2432**  
Outreach &  
Assistance  
Contacts



**2069**  
Food Pantry  
Clients



**1993**  
Transportation  
Service  
Clients



*Area Agency on Aging of Western Michigan provides older persons and persons with a disability an array of services designed to promote independence and dignity in their homes and their communities.*



*The Source for Seniors*

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