



ENGAGING IN VITAL LIVING



The Source for Seniors

Annual Report
FISCAL YEAR 2017

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. Don Black (Treasurer)

Ionia County

Dennis Sitzer

*Jane Morris

Comm. Larry Tiejema

Kent County

Nancy Nielsen

Comm. Carol Hennessy
(Member at Large)

Lake County

Marilyn Burns (Vice Chairperson)

Comm. Betty Dermeyer

Mason County

Patsy Hagerman

Comm. Gary Castonia

*Comm. Bill Carpenter

Mecosta County

Sharon Bongard

Comm. Bill Routley (Chairperson)

Montcalm County

Linda Weger

*Ralph Harrington

Comm. John Johansen

Newaygo County

Cindy LaBelle

Comm. Vern Willett

Osceola County

Richard Karns (Secretary)

Comm. Larry Emig

City of Grand Rapids

Jane DeVries

*Esther VanHammen

*Comm. David Allen

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

*Patricia Petersen

*Patrick Spohn

Natalie Van Houten

Ionia County

Norma Kilpatrick

Kenneth Thompson

Kent County

F. Rob Deane, MD

Harold Mast

(Legislative Chair)

Lake County

Nellie Blue

Nicolette McClure

Mason County

*Paula Estle

Robert Sundholm (Chair)

Mecosta County

Mary Bechaz

Jerrilynn Strong

Montcalm County

Tim Reno

Ben Witbrodt

Newaygo County

Adele Hansen

Elsie Plank

Osceola County

Barbara Hazlett

(Vice-Chair & Legislative Vice-Chair)

Mary Lou Proefrock

City of Grand Rapids

Keith Vandercook

Grand Valley State University

Priscilla Kimboko, PhD

(Vice-Chair)

** Denotes Former Member*

From the Executive Director

"You cannot change any world unless you become a vital part of the changing."

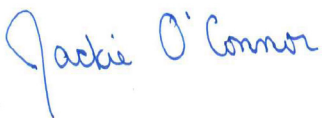
~Munia Khan

This year's theme, "Engaging in Vital Living" focuses on the ways in which our programming helps older adults and people living with a disability the opportunities to live their best lives. Whether as clients, volunteers or advocates, every day we experience our mission in action through the people who collectively make Area Agency on Aging of Western Michigan (AAAWM) what it is today. I am proud of the opportunities we offer to engage in vital living.

In the report we highlight a few of those opportunities. The MI Choice Waiver provided an individual the supports and services he needs while he can also create and host a television program about such resources. The Senior Community Services Employment Program helped an individual find her dream job. The Medicare/Medicaid Assistance Program, led by 2017's MMAP Regional Coordinator of the year, provided fulfilling and vital engagement for over 75 volunteers.

In 2017, one of AAWM's milestones involved advocacy on behalf of the MI Choice Medicaid Waiver program. Throughout the year, AAWM leadership met with MDHHS Medicaid Directors to educate, share data and explain how a reduction in funding for MI Choice would hurt this very valuable program. At the same time, the AAWM Legislative Committee, Advisory Council and Advocates for Senior Issues wrote letters, met with legislators and had discussions with Service Partners about the importance of MI Choice. It Made a Difference! The FY 2018 funding shows the direct result of the hard work, determination and passion of our advocates in partnership with AAWM leadership.

As we move forward we have many promising programs that will continue to engage vital living - the expanded Healthy Aging classes, building relationships with and for the LGBT community, upholding our CARF accreditation and establishing more Family Caregiver University graduates.



Jackie O'Connor
Executive Director

Engaging in Vital Living

This year we are highlighting people, individuals like so many of those we serve, whose involvement in AAAWM helps them to remain active, engaged and vital members of their communities. These folks represent just a handful. They are both active participants in programs we offer or volunteer in order to help others. It is through these individuals that we highlight the programs that offer older adults and people with a disability the services they need to remain independent and living in their homes and their communities.



MI Choice

Medicaid Waiver Program

The MI Choice Medicaid Waiver program provides assistance to adults age 60+ and adults who have a disability. MI Choice offers people, who would otherwise qualify for nursing home care, the services necessary to remain independent. In FY 2017, AAAMW served 1,209 participants.

One of these individuals is Scott Jewell. Scott was one of the first people enrolled in the MI Choice Medicaid Waiver program. Prior to MI Choice, Scott often had to make the choice to go without care, because he didn't have the means to pay out of pocket. Today, he says, "My services are consistent; I don't have as many peaks and valleys to go through."

He created a television program called "Scott in the System" that he hosts on GRTV, where he shares the community resources available to those who have a disability. One day, Scott hopes to be a motivational speaker for young people to let them know they can live with a disability and live out their dreams. The MI Choice program has assisted Scott, so he is able to live out his own dreams.



Senior centers keep older adults socially engaged and active. They provide opportunities for people to continue to use the gifts, talents, skills and knowledge they have to create an even more vibrant community. Scottville Senior Center is one of these places.

Jack Quillan, Sharon Bailey, Estella Stickney and Jane Budzynski are volunteers at Scottville Senior Center. Each of them contributes, making Scottville a welcoming place to be: from handyman projects and quilting to Medicare help and health classes. They volunteer because, "It makes us feel really good to help people."

Scottville Senior Center has become a "hub for the rest of the Scottville community." In addition to the regular activity of the senior center, the center has also become a gathering place for Scottville functions. City Hall uses the center for town meetings, the school board meets as well and there is a coffee group that meets monthly. This makes the volunteers feel good about the space they've created, "When people come here, they feel welcome. Nothing is better than being part of the community."



Senior Advocacy

Advocacy is an important aspect of the mission of AAAWM. Every aspect of advocacy is conducted through individuals who have stepped up to advocate for other older adults on local, state and national levels. Two of these advocates are Mary Lou Proefrock from Osceola County and Dr. Robert Deane of Kent County. Both of them have been active in advocacy for over 20 years.

Mary Lou advocates with Michigan Senior Advocates Council (MSAC), AARP, Osceola Commission on Aging, and AAAWM's Advisory and Legislative Committees, "All of these things work together and so what I learn [in one place] I take to the next group and spread the word. It works really well for my community, my friends and my neighbors."

Rob is a member of the Advisory Council, chaired the Legislative Committee for 19 years, and is a delegate to MSAC. For Rob, advocacy is "in the service of helping seniors to improve their lives and reduce some of the challenges and problems we all have as we get older."



The Senior Community Service Employment Program is a part-time employment training program for low-income, unemployed individuals, age 55+. While nationally the unemployment rate is decreasing or remaining flat, for adults age 55+ the unemployment rate is increasing. SCSEP helps those individuals who want to get back into the workforce and the training and tools they need to do so. In FY 2017 SCSEP served 35 individuals.

One of these participants is Ginnie Smith, who is now the Age-Friendly Communities Coordinator in the Planning Department of the City of Grand Rapids. She got connected to AAAM through a friend and took advantage of the SCSEP program, "I wanted more skills and I needed more confidence and those are what I gained working with Sherry (Woolley) and the SCSEP program."

Today, Ginnie runs focus groups throughout the city and is helping Grand Rapids earn designation as an age-friendly community. Ginnie says, "Today, I feel like I am doing my dream job."



The Michigan Medicare/Medicaid Assistance Program (MMAP) works to educate, counsel and empower Michigan's older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions. The individuals trained to provide this information are volunteers and work throughout our region. In FY 2017, 6,844 people received assistance provided by 75 MMAP volunteers.

Karen Slater has been a volunteer in Allegan County since 2015. Approaching 65, she took the classes to "make the best decisions" for herself and her daughter who has a disability. Karen was recently promoted to Site Coordinator. "I'm a helping person" she states, "and it fulfills that part of me – that I'm still out there doing something to help other people."

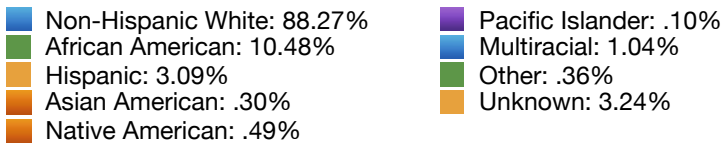
Sharon Bailey has been a MMAP counselor in Mason County since 2013. Like Karen, Sharon likes to be able to help people, "When people walk out, they have a big load off their mind. They feel relief and they know they can come back if they need more help."

OLDER AMERICANS ACT

Who We Serve:

AAAWM and our partners served 14,528 people in FY 2017, a 5% increase from FY 2016. The greatest increases in persons served were in Montcalm (17%) and Allegan (13%) counties. Of the people we served, 39% lived alone and 29% lived below the poverty line. Women make up 65% of our clients.

Clients by Race & Ethnicity



Clients by Age Group

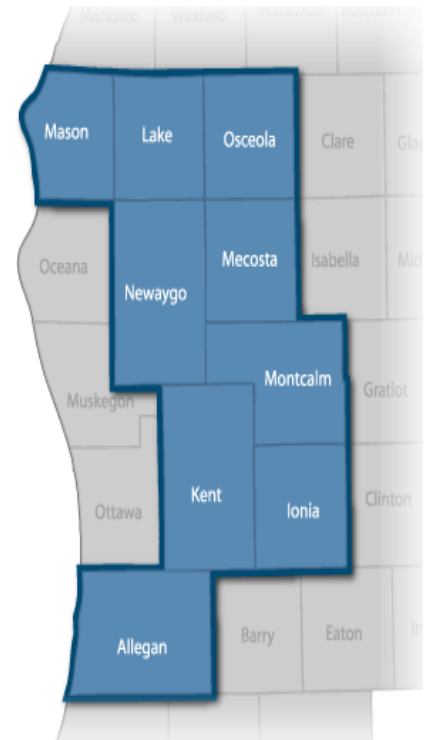


Clients < 60 are typically family caregivers.

Clients by County



County	Clients Served	Percent Served
Allegan	702	4.8%
Ionia	1,122	7.7%
Kent	6,317	43.5%
Lake	649	4.5%
Mason	976	6.7%
Mecosta	829	5.7%
Montcalm	936	6.5%
Newaygo	984	6.8%
Osceola	684	4.7%
Visitors	1,329	9.1%



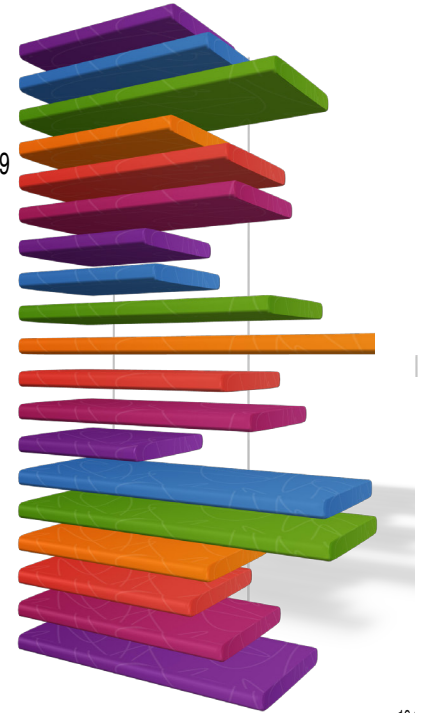
SERVICES PROVIDED

Access to services often begins with a telephone call. Calls seeking Information & Assistance are consistently the most-utilized service - 19,483 calls in FY 2017. The next top five service areas were:

- 1.) **Nutrition:** 65% of clients received congregate or home delivered meals.
- 2.) **Caregiver Services:** 10% of individuals received caregiver education, training or support.
- 3.) **Homemaker:** 9% of clients received this service. Newaygo county serving the greatest number of clients.
- 4.) **Transportation:** Assisted and public transportation services were provided to 8% of our clients.
- 5.) **Long Term Care Ombudsman:** 6% of clients utilized this service.

Clients by Service

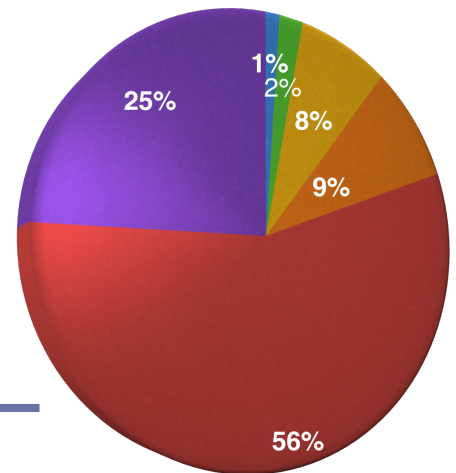
Adult Day Care:	110
Care Management:	282
Caregiver Services:	1,469
Counseling:	104
Disease Prevention/Health Promotion:	459
Elder Abuse Prevention & Education:	553
Grandparents Raising Grandkids:	51
Home Support:	68
Homemaker:	1,261
Information & Assistance:	19,483
Legal Assistance:	397
Long Term Care Ombudsman:	818
Medication Management:	40
Nutrition - Congregate meals:	4,461
Nutrition - Home Delivered meals:	5,020
Outreach & Assistance:	282
Personal Care:	177
Respite Services:	404
Transportation:	1,103



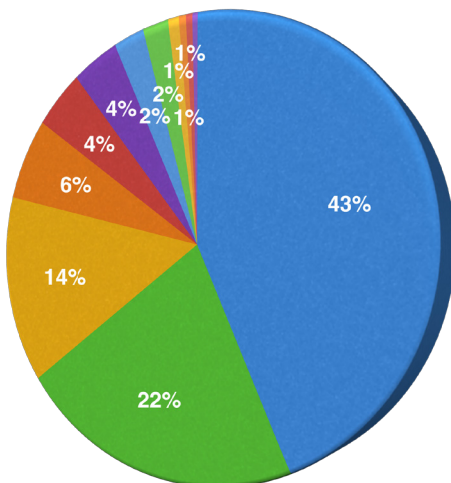
REVENUE & EXPENSES

FY 2017 REVENUE

Foundation Grants & Donations Program Income Local Match Title V Employment Program	\$850,902	Federal Administration on Aging	\$3,670,151
Nutrition Services Incentive Program	\$797,615	Medicaid Waiver	\$23,240,015
State of Michigan	\$3,143,372	Kent Co. Senior Millage	\$10,367,922
		Total	\$42,069,977



FY 2017 EXPENSES



Medicaid Waiver Services	\$18,219,379	Supportive Services	\$1,024,460
Kent Co. Senior Millage	\$9,109,871	Congregate Meals	\$846,206
Care Management	\$5,927,283	Employment Services	\$362,286
Home Delivered Meals	\$2,553,799	Foundation & Mini Grants	\$230,863
In-home Services	\$1,803,851	Carried over to FY 2017	\$210,999
Administration	\$1,612,971	Program Development	\$168,009
Total	\$42,069,977		

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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