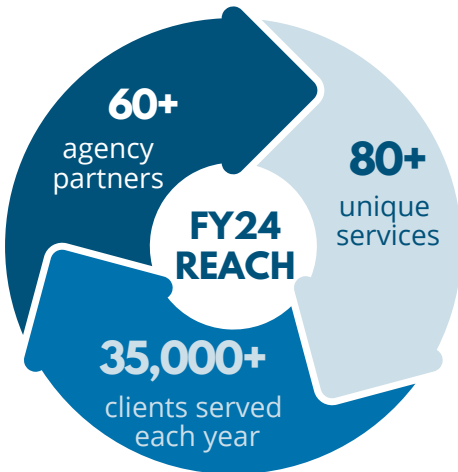
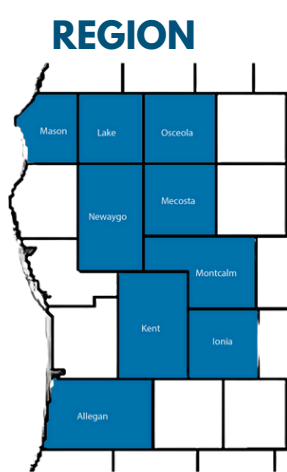


FY2024 IMPACT REPORT

An overview of services made possible by the **Older Americans Act** and **Kent County Senior Millage**



EMPOWERING AGING IN WEST MICHIGAN

For more than 50 years, the Area Agency on Aging of Western Michigan (AAAWM) has championed the right to age with dignity, because aging is personal, and it matters to all of us.



From home-delivered meals to a ride to the doctor, to a moment of respite for a caregiver, the services from AAWM and its partners help older adults live safely and independently, right where they want to be—home. In this year's report, learn how we support **aging in place**, the **value** of local and federal funding, and the **greater impact** it creates for older adults and caregivers. We're grateful to our partners for helping make this work possible.

KM AL
President & CEO



TWO PROGRAMS. ONE MISSION. A COMMUNITY OF CARE.

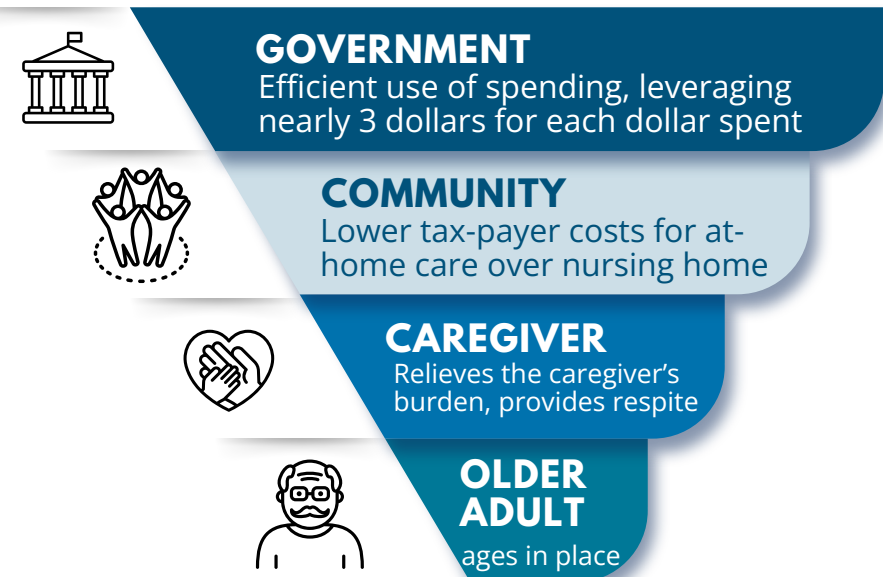
Federal, state, and local dollars work together to form a safety net for aging West Michigan seniors and their families. These services aren't just compassionate, they're cost-effective, responsive, and rooted in local priorities.

Older Americans Act (OAA)	Kent County Senior Millage (KCSM)
Federal + state support	Local voter approved property tax
Serves a 9 county region	Kent County only
Prioritizes equity, rural access, and vulnerable older adults	Expands service access and fills local gaps
Area Agencies on Aging created by Congress in 1974	Voter passed first senior millage and services began in 1999
Funding decisions are determined by a Review Committee of local consumers and commissioners	Funding decisions are determined by a Review Committee of local consumers and commissioners
58 partners across our region	54 partners across Kent County

“[BECAUSE OF FUNDING] THIS INDIVIDUAL COULD RESIDE **SECURELY** IN THEIR **OWN RESIDENCE**, ENJOYING A SENSE OF DIGNITY AND **INDEPENDENCE**.”
— Montcalm County Commission on Aging

THE RIPPLE EFFECT OF SUPPORT

When one person is supported, the impact ripples outward—to caregivers, families, and entire communities. It's a ripple of care, confidence, and connection.



SERVICES MAKING A DIFFERENCE

ADULT DAY- A FAMILY LIFELINE



Rick's worsening dementia overwhelmed his family. With support from a day center through the KCSM, he's more engaged, and his wife Gail gets rest. "Our quality of life is **150% better**."

OUTREACH & ASSISTANCE: SUPPORT STEPS IN

After a job loss, a client faced food insecurity and couldn't navigate Supplemental Security Income. Now she's enrolled in benefits, receives monthly food boxes, and **feels seen and culturally understood**.



HISPANIC CENTER
of western michigan

HOUSING: SAFETY AT HOME



Mobility challenges made Angie's apartment unsafe. KCSM support helped her secure a nearby parking space, thereby **enhancing her independence**.

MORE THAN A MEAL

After a fall, she couldn't reach her phone to call for help. Her home-delivered meals driver noticed something was wrong and alerted the family. **That knock at the door saved her life.**



MEALS ON WHEELS
WESTERN MICHIGAN
TOGETHER, WE CAN DELIVER.

HOME CHORE: SECURITY THROUGH SIMPLICITY



Lawn and snow services help Mike stay home safely. "This service helps me **keep my home**, and I support the program however I can."

“[CLIENT] STORIES REFLECT THE **COMPASSION, DIGNITY, AND SENSE OF COMMUNITY** THAT MAKE OUR PROGRAMS NOT ONLY **NECESSARY**—BUT **TRULY IMPACTFUL**.”

— Hispanic Center of Western Michigan



KEY PROGRAMS

PREVENTATIVE
resources provided in the home and community for individuals and their caregivers that empower aging in place

- Disease Prevention & Health Promotion
- Adult Day
- Transportation
- Nutrition

PROTECTIVE
services to protect and advocate for older adults with a focus on safety and education

- Long Term Care Ombudsman
- Insurance Education
- Elder Abuse Prevention
- Home Repairs & Mobility Equipment

PROACTIVE
necessary supports for those with a higher level of care need (some care is based on income and asset qualifications)

- In-home Care
- Respite Care
- Medicaid
- Outreach & Assistance

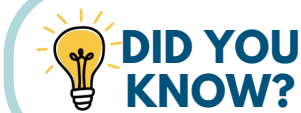
REAL IMPACT: THE POWER OF A PARTNER NETWORK

When a 60-year-old Kent County resident with an above-the-knee amputation prepared for knee surgery, he asked if there was a safer alternative to his wooden shower stool. That simple question set a powerful partner collaboration into motion, one that demonstrates the strength of the aging services network—a community of care.

A home assessment by an occupational therapist led to:

- Home Repair Services**
adding a ramp and widening doorways
- Renew Mobility**
replacing his unsafe, duct-taped wheelchair
- Disability Advocates of Kent County** providing a tub transfer bench, hand-held shower, & mounting system

These supports enabled him to bathe safely, recover at home, and avoid facility placement after surgery.



3 out of 4 individuals want to age in the setting of their choice. Our work makes this possible.



REACH & RESULTS FY24

OLDER AMERICANS ACT

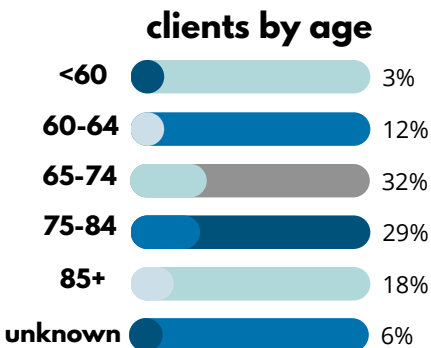
15,708
unduplicated clients

unique services **23**

27 contracted partners,
31 purchase of service*

live below poverty **23%**

41%
live alone



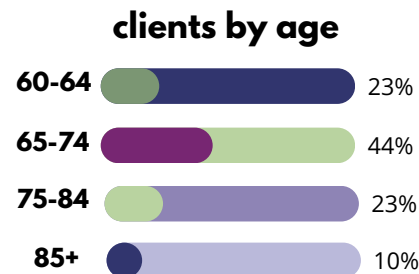
KENT COUNTY SENIOR MILLAGE

20,439
unduplicated clients

unique services **45**

30 contracted partners,
24 purchase of service*

45% receive priority services
36% receive 2+ millage services



low income **34%**

31%
live alone

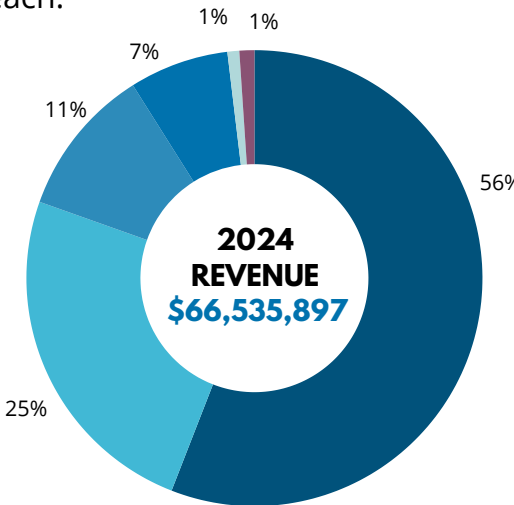
veteran **15%**

**A Purchase of Service (POS) partner is a provider that delivers services to clients, with payment made by us on the client's behalf. While not under a formal contract to receive ongoing funds, they are approved to receive payment for eligible services rendered.*

Together, federal, state, and local dollars create a strong safety net for older adults and their families across West Michigan, ensuring that, no matter where someone lives or what their needs are, support is within reach.

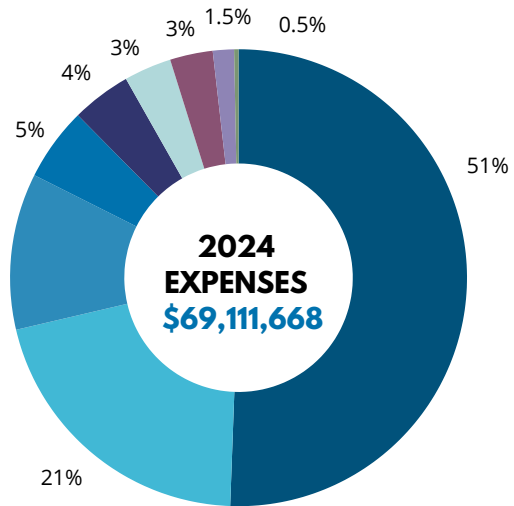
REVENUE FY24

- Medicaid Waiver - **56%**
- Kent County Senior Millage - **24.5%**
- Federal Administration on Aging + ARPA - **10.5%**
- State of Michigan - **7%**
- Nutrition Services Incentive Program (NSIP) - **1%**
- Local Match/Program Income/Donations/AFSI - **1%**



EXPENSES FY24

- Medicaid Waiver - **51%**
- Kent County Senior Millage - **21%**
- Care Management - **11%**
- Nutrition Services - **5%**
- In-Home Services - **4%**
- Administration - **3%**
- CARES Act - **3%**
- Supportive Services - **1.5%**
- Advocacy & Program Development - **0.5%**



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