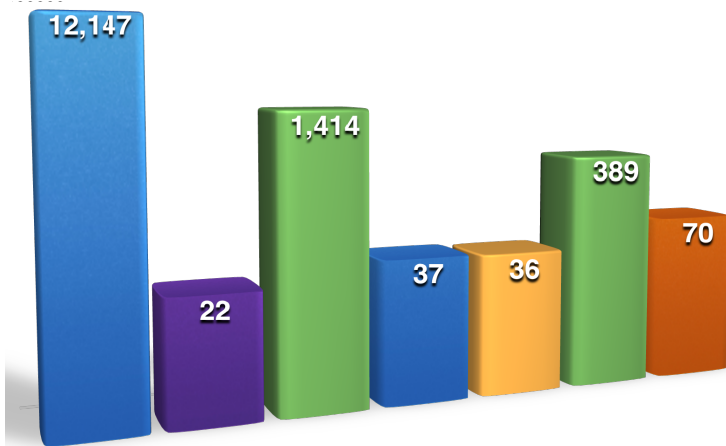
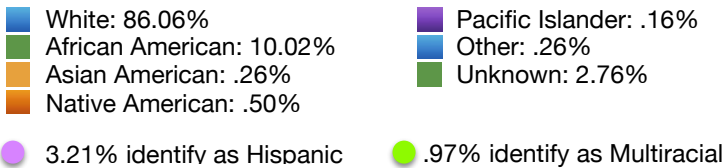


# OLDER AMERICANS ACT

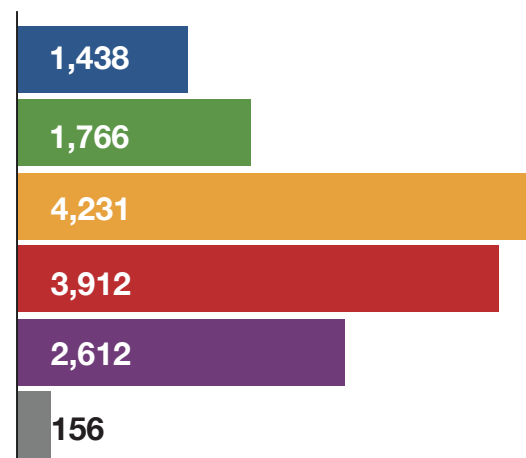
## Who We Serve:

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

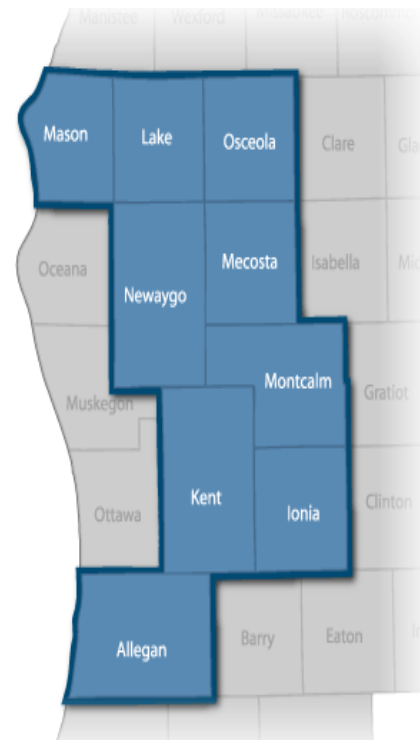


Clients < 60 are typically family caregivers.



### 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%



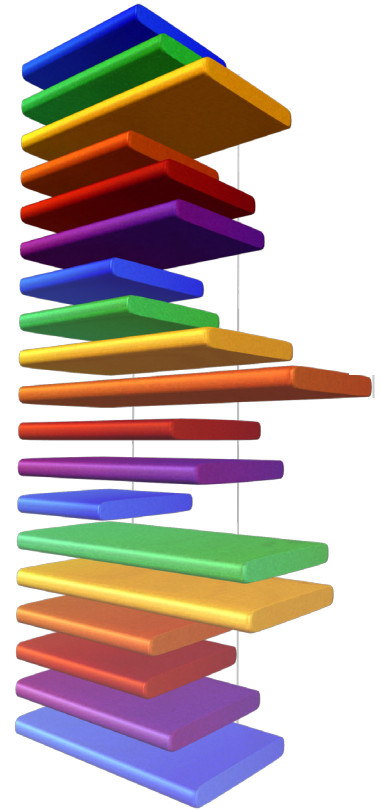
## SERVICES PROVIDED

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

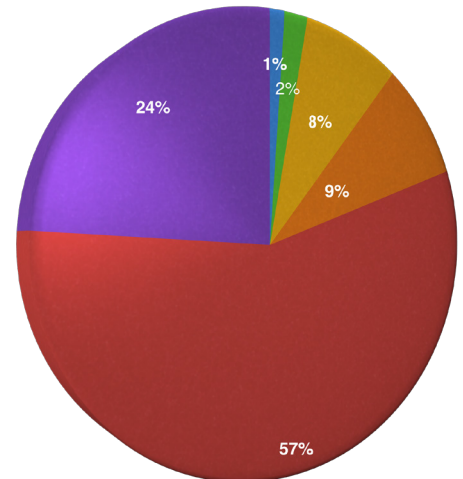
Adult Day Care:	131
Care Management:	314
Caregiver Services:	1,339
Counseling:	98
Disease Prevention/Health Promotion:	385
Elder Abuse Prevention & Education:	533
Grandparents Raising Grandkids:	54
Home Support:	101
Homemaker:	1,399
Information & Assistance:	15,432
Legal Assistance:	469
Long Term Care 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



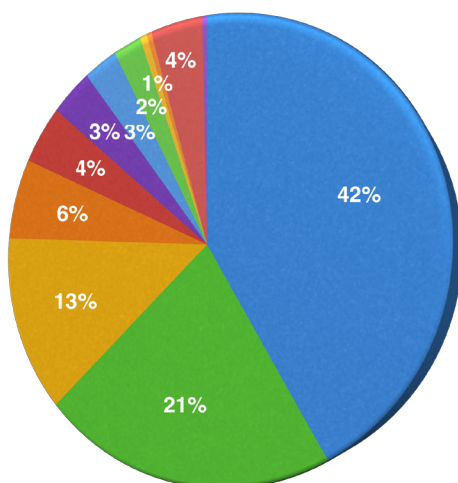
## REVENUE & EXPENSES

### 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		