

AREA AGENCY ON AGING

of Northwest Michigan

2016 Annual Report

For Fiscal Year October 1, 2015—September 30, 2016

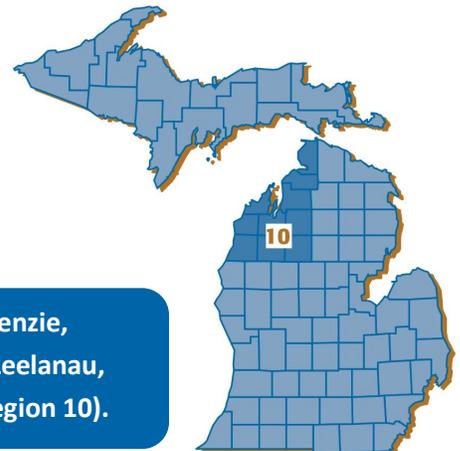
Earlier today I paused in the hallway of AAANM to listen to a remarkable conversation. One of AAANM's Social Workers was on the phone with an obviously distraught spouse. As the Social Worker talked, I gleaned that the gentleman on the phone was heartbroken. The love of his life has progressive dementia. In her normal calm and compassionate way, the Social Worker talked with him about supports and services that might be available to help care for his wife. She also validated the importance of his caregiver role and the need to take care of himself. The call concluded by scheduling a time with the gentleman and his wife for Options Counseling, an opportunity to meet with an unbiased Specialist to create a plan for long term care supports and services.

As I walked from the hallway to my office, I thought about all of the lives AAANM impacts each year, whether it be by providing information and assistance, offering workshops to manage chronic conditions like diabetes, coordinating in-home services for those in a Care Connections program, or helping individuals with Medicare open enrollment and selecting a Part D drug plan. The staff at AAANM, their capacity to be there and support older adults, persons with disabilities, caregivers and family members, continually awes me.

In the spirit of awe, I would also like to recognize the AAANM Board of Advisors (BOA). The BOA is a group of volunteers who advocate for and educate about the needs of older adults in Region 10. During FY2016, members of the BOA came together and reinstated Senior Empower Day (SED). SED is a regional, signature education event for older adults and caregivers. On September 21, 2016, presentations and activities provided valuable information about planning for aging and maximizing health during the aging process to almost 200 individuals. My hat is off to the BOA members who worked tirelessly to make the 2016 Senior Empower Day a reality!



Robert Schlueter
Executive Director, AAANM



An Area Agency on Aging serving Antrim, Benzie,
Charlevoix, Emmet, Grand Traverse, Kalkaska, Leelanau,
Manistee, Missaukee and Wexford Counties (Region 10).

AREA AGENCY ON AGING OF NORTHWEST MICHIGAN

(AAANM) is a private, non-profit corporation, designated as an Area Agency on Aging in 1974 by the Michigan Aging and Adult Services (AASA), formerly Michigan Office of Services to the Aging (OSA).

As one of more than 670 Area Agencies on Aging nationwide, AAANM is responsible for developing, managing and funding a comprehensive system of services for older adults in ten counties of northwestern lower Michigan.

DIRECT SERVICES

	Units	Clients
Creating Confident Caregivers Program (hours)	861	65
Elder Abuse Prevention (hours)	75.5	n/a
Information and Assistance (contacts)	2,059	n/a
Long-Term Care Ombudsman (contacts)	2,025	n/a
Medicare / Medicaid Assistance Program (contacts)	7,546	n/a
Personal Action Toward Health Program (hours)	2,084	190
Tailored Caregiver Assessment (T-Care) (hours)	10	4
A Matter of Balance (hours)	3,601	337

The mission of AAANM is to **SERVE AND ADVOCATE** for older persons, adults with disabilities and caregivers by supporting their **INDEPENDENCE, DIGNITY and QUALITY OF LIFE.**

CONTRACTED SERVICES

	Units	Clients
Adult Day Health (hours)	4,514	31
Adult Day Transportation (trips)	2,528	26
Kinship Caregiver Supplemental Services	n/a	21
Congregate Meals (meals)	164,745	6,801
Home Delivered Meals (meals)	321,260	2,307
Legal Assistance (hours)	626	229

AAANM contracts Federal Older Americans Act and State Older Michiganians Act funding to organizations serving Region 10. The following organizations received contracted funding in FY2016:

Antrim County Commission on Aging

Kalkaska County Commission on Aging

Benzie Senior Resources

Legal Services of Northern Michigan

Charlevoix County Commission on Aging

Northwest Michigan Community Action Agency

Child & Family Services of Northwestern Michigan

VitalCare Adult Day

Friendship Centers of Emmet County

CARE CONNECTIONS

Care Connections is a program that offers individuals the supports they need to remain living in the community. Support Coordinators (nurses and social workers) help individuals understand and access the care options available to them.



Care Management Services	409	people
Caregiver Respite Services	6	people
MI Choice Waiver Services	458	people
Nursing Home Transition Services	37	people
Veterans Services	6	people

PURCHASED SERVICES

	Care Management	MI Choice Waiver
Adult Day Health (hours)	1,296	1,275
Community Living Supports (hours)	n/a	357,164
Home Delivered Meals (meals)	n/a	21,260
Homemaking (hours)	14,110	n/a
Personal Care (hours)	15,239	n/a
Personal Emergency Response Systems (clients)	155	188
Private Duty Nursing / Training (hours)	2,363	4,152
Respite Care (hours)	13,778	2,931
Transportation (clients)	101	150

CARE MANAGEMENT - Guides adults 60 years and older who have long term care needs to resources that help support care in the community.

MI CHOICE WAIVER - Coordinates a plan that supports adults 18 years and older who are eligible to have Medicaid pay for their long term care in a community setting.

NURSING HOME TRANSITION SERVICES - Assists Medicaid eligible adults to develop a plan for returning to community living.

To view client testimonial videos for Care Management, MI Choice Waiver or Nursing Home Transition Services, or to view a video about Creating Confident Caregivers, Personal Action Toward Health (PATH) and Tailored Caregiver Assessment, please visit www.aaanm.org.

Area Agency on Aging of Northwest Michigan
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FY2016 Highlights

Community Linkage

Providing information about long term supports and services and linkage to community resources is a fundamental role of Area Agencies on Aging. At AAANM, trained Specialists (nurses and social workers) are dedicated to assisting those who call or walk in. Specialists answer questions, help individuals navigate family dynamics, make connections to programs and resources, and some days, just lend a shoulder on which to cry.

Building Relationships

As the delivery of healthcare evolves, AAANM recognizes the growing importance of being an expert in aging issues and the provision of long term care supports and services. During FY2016, AAANM actively participated in several initiatives to increase connection and linkage between healthcare providers, community organizations and older adults, persons with disabilities, and caregivers. Some examples include:

- Strengthening AAANM's presence with healthcare providers as a resource to assist older adults and caregivers in navigating aging issues and long term care needs.
- Working with an electronic Health Information Exchange (HIE) to receive notification when AAANM clients are in the Emergency Room or admitted to the hospital.
- Participating as a Steering Committee member with the Northern Michigan Community Health Innovation Region (NMCHIR) to increase connection between physicians and community organizations to address patient needs.

Expanding Services

AAANM offers Diabetes Personal Action Toward Health (PATH) workshops throughout Region 10. Diabetes PATH workshops encourage individuals to actively self-manage their condition.

In FY2016, AAANM expanded Diabetes PATH to include individual consults with a Diabetes Nurse Educator and a Registered Dietician. The ***LIFE with Diabetes*** program received formal accreditation from the American Association of Diabetes Educators.

FY2016 Audited Financial Summary

EXPENSES	Dollars
Community Services	\$1,290,025
MI Choice Waiver	\$8,029,990
Home Delivered Meals	\$938,749
Congregate Meals	\$533,106
Care Management Support	\$567,876
Administration/Support/Planning	\$280,562
Other (in house programs)	\$316,680
Senior Employment	\$0
Program Development	\$69,129
Total	\$12,026,117

REVENUES	Dollars
MI Choice Waiver	\$8,029,990
Local Cash	\$43,000
Federal Support	\$2,072,651
State Support	\$1,692,334
Care Management	\$58,443
Other	\$129,699
Total	\$12,026,117

AAANM receives federal and state dollars through agreements with the Michigan Department of Health and Human Services/Aging and Adults Services Agency.

AAANM also appreciates funds from each of the ten county government units, as well as contributions/memorial gifts from clients, caregivers and the general public.