



Region 2 Area Agency on Aging
Serving Jackson, Hillsdale, and Lenawee Counties since 1974

Our Mission

To improve conditions affecting the lives of older adults and individuals with disabilities in the region by:

Identifying concerns of those persons and developing a comprehensive and coordinated network of services in Hillsdale, Jackson, and Lenawee Counties that will enable older adults and individuals with disabilities to function as independently as possible in their homes and communities;

Providing advocacy, information, planning, program development, contracting and the funding necessary to accomplish this purpose.

Celebrating 46 Years of Service!

Fiscal Year 2019 Annual Report

October 1, 2018 – September 30, 2019

Julie Wetherby
Chief Executive Officer

When thinking about the past year for Region 2 Area Agency on Aging, our efforts to build upon our mission, and the services we provide older adults and adults with disabilities, continue to be significant. Our dedicated staff, Advisory Council, Board of Directors, volunteers, contractors, our participants, and community partners all contribute to helping those we serve to live safely in the home of their choosing.

Safe Haven, our nationally recognized program to address Elder Abuse Prevention, continues to serve community members who need a safe place to live and help sorting through abusive situations.

Our Continuous Quality Assurance Review audit resulted in a score of 3.92 percent. This accomplishment only happens with the intense focus and work of our competent staff and guidance by our quality team members.

Our work with Henry Ford Global Health continues to develop a caregiver app and training module. Support of our caregivers at this time is so crucial as they face many challenges to keep their loved ones safe. Glen Ashlock and Kara Lorenz-Goings went to India with the rest of the healthy aging team and learned how India trains their many caregivers due to the shortage of health care professionals. This project was selected to be presented at the National Area Agencies on Aging Conference in July but the conference was canceled due to the Coronavirus pandemic.

We successfully wrote, and received approval on, our Area Implementation Plan through the Aging and Adult Services Agency. Included in the plan was a new structure for our Tiered Care Program including Friendly Reassurance. We are working to reach additional community members and help them address their needs in the community by connecting them with resources.

Our Medicare Medicaid Assistance Program continues to help beneficiaries sort through the complexities of Medicare and Medicaid. In the past year we served 3,820 people and saved them a total of \$3,033,085 through the work of volunteers and staff here at our agency as well as at Jackson Department on Aging, Lenawee Department on Aging and the Hillsdale Senior Services Center.

Our MI Choice Waiver program continues to support many community members who prefer to live in their homes rather than a nursing home. There are many stressors affecting this program including funding threats and State consideration of modifications to Long Term Supports and Services program delivery. We continue to advocate as this program helps thousands of people statewide and in the end saves the state money while allowing its participants to live a person centered life.

We continue to serve our participants telephonically and check in with them often even though our office is closed to visitors due to the Stay Home, Stay Safe order. We are finding more community members are calling with food insecurities and we have worked with our community partners, including the departments on aging, to address those needs. Keeping our staff, participants, and community members as safe as possible while meeting our mission is front and center as we work through the associated challenges.

As the state continues to evaluate the delivery of Long Term Supports and Services, we will continue to advocate for the voice of seniors and adults with disabilities as well as the Area Agencies on Aging network. We appreciate the support of our partners and advocates as we press forward. ■

Board of Directors

Jackson County

Tony Bair
Matt Dame
Deborah Eccleton
Megan Kiser
Stephen Rajzer

Hillsdale County

Bruce Caswell
Curtis Gale

Lenawee County

Robert Knoblauch
Keith Williams
Chris Wittenbach

Advisory Council

Jackson County

Jae Guetschow
John Mykala
Dennis Peck

Hillsdale County

Gary Grueneberg
Annette Magda
Ellen Miller
Lester Smith

Lenawee County

Rosemary Abramovich, OP
Lou Ann Bryant
Georgianna Covell
Charles Peart
Merlin Rajala
Josue Salazar
Martha Walker

Regional

Betsy Clark

What Services Does the Region 2 Area Agency on Aging Offer?

- Home and Community Based Services
- Information and Referral
- MI Choice Medicaid Waiver
- Tiered Care Program
- Nursing Facility Transition Services
- Safe Haven
- Assistive Technology
- Living Well Program
- Home Safety Assessments
- Medicare Medicaid Assistance Program
- Advocacy
- Aging Mastery Program
- Advance Care Planning
- Aging and Disability Information and Education
- Collaboration with Local Aging and Disability Partners
- Caregiver Support

Service Providers

A+ Nursing
Ackely's Property Services
All Care
Alpha and Omega Construction

Angel of Mine Home Care
Arbor North Living Center
Arcadia Health Services
Assassin Pest Control

At-Home Counseling
At Life's Junction
Bethany, Inc
Brown's Advanced Care
Care One
CareLinc Medical
Citizens for Quality Care
City of Adrian (Dial-a-Ride)
ComForCare
Comfort Keepers
Companion Senior Care
Connect America
Country Living of Hillsdale
Covenant Care Home AFC
Crossroads Home Care
Critical Signals Technology
Daybreak Adult Day Services
disAbility Connections
Drew's Place of Hillsdale
Elder Care of Jackson
Embrace Your Health
Evergreen Home Care
Extraordinary Solutions
F&S Landscape
Friends Who Care (Adrian, Jackson)
Front Porch Living
Fusion Custom Chairs
Gaslight Village Assisted Living
Genoa A QOL Healthcare Company
Grab-Bar Pro
GT Independence
Guardian Medical Monitoring
Henry Ford Allegiance Personal Care
Highland Alzheimer's Care Residence
Hillsdale County Senior Services Center
Home Care Alternatives
Home Instead Senior Care
Image Solutions
J.P. Lawn Services
Jackson Care Connection

Jackson County Department on Aging
Jackson Friendly Home
Jackson Transportation Authority
JNZ Transport
John George Home, Inc.
LaJoy Group
Lawns-R-Us
Legacy Assisted Living
Lenawee County Department on Aging
Lenawee Transportation
Lifeline
Lifespan/PHD/CRC Homecare
Life Station, Inc.
Mareck Family & Geriatric Services
MedScope America Corporation
Michigan Visiting Care
MiGreen Outdoor Maintenance
Mobility Matters
Mom's Meals
Non Emergency Transportation Service
Optimal Medical Staffing
Orkin Pest Control
Personal Accounting Services
Personal Touch Home Health Care
Pest Patrol
Premier Financial Management Services
Rice Manor
Right at Home
Robert Pohl
Sandy Morley
Senior Resources
Serenity Senior Care Services
Shift Pro
Spartan Healthcare Staffing Services
Spring Arbor Assisted Living
Stuart Wilson, PC
Summit Park Assisted Living Center
Victorian Manor Assisted Living
Victorian Villa Assisted Living
VRI Valued Relationships, Inc.

Financial Report

Revenue		
Medicaid Waiver	\$16,918,773	82.4%
Federal	1,776,075	8.7%
State	1,527,554	7.5%
Other Grants	8,843	0.0%
Contributions: Cash	57,636	0.3%
Contributions: In-kind	24,779	0.1%
Program Service Fees	44,996	0.2%
Interest and Other	170,447	0.8%
Total Revenues	\$20,529,103	100.0%

Expenditures		
Medicaid Waiver	\$16,772,143	81.8%
Home Delivered Meals	928,919	4.6%
Congregate Meals	418,238	2.0%
Program Services	1,398,163	6.8%
MMAP	40,674	0.2%
Supporting Services	946,156	4.6%
Total Expenditures	\$20,504,293	100.0%

Audit conducted by Rehmann Robson.

Persons Served	
Care Management Services	192
MI Choice Waiver Services	779
Housing Consumers Served	101
Housing Secured	7
Transitions Home	35
Transition Referrals	145

Services Purchased for In-Home Care through MI Choice Waiver	
Adult Day Care	39,191 units
Chore Services	4,695 units
Community Living Support	2,762,557 units
Emergency Response System Monthly Monitoring	3,188 units
Fiscal Intermediary Services	2,633 units
Home Delivered Meals	77,810 meals

Local Support by Service Category	Program Income	Cash Match	In-kind Match	Total
Access Services	\$14,544	\$174,170	\$53,448	\$242,162
In-Home Services	98,357	424,832	0.00	523,189
Community Services	102,689	464,480	11,220	578,389
Nutrition Services	338,163	616,824	50,498	1,005,485
Total	\$553,753	\$1,680,306	\$115,166	\$2,349,225

Medicare/Medicaid Assistance Program (MMAAP)

MMAAP Counselors helped 3,820 clients understand, apply for, and access government benefits during the period April 1, 2019 – March 31, 2020.

Information and Referral

Agency staff responded to 12,371 calls during the period October 1, 2018-September 30, 2019.

Older Americans Act Grant Funded Services

Access Services

Service Category	Clients	Units
Care Coordination and Support	1,173	2,249 hours
Information and Assistance	9,525	9,793 hours
Outreach	988	8,741 hours
Transportation	1,017	12,284 hours

In-home Services

Chore	259	781 hours
Home Care Assistance	2,040	53,224 hours
Home Delivered Meals	3,171	445,591 meals
Respite Care	137	7,548 hours

Community Services

Service Category	Clients	Units
Adult Day Services	103	9,043 hours
CEST Client	53	67 hours
Supplemental Caregiver Services	93	487 goods/services
Congregate Meals	3,457	81,746 meals
Counseling	72	689 hours
Evidenced Based Disease Prevention	380	2,658 hours
Long Term Care Ombudsman	1,003	1,574 hours
Legal Services	457	2,214 hours
Senior Center Operations	3,887	13,990 hours

Why We Do What We Do

Karl had been in a nursing home for three years when he contacted the Nursing Facility Transition Services Program at Region 2 Area Agency on Aging. He was interested in returning to the community and asked for help in order to get there.

Karl did not have housing or anyone who could help him at home, but he was determined to make it happen. With a great sense of humor and positive attitude, he worked with our Housing Specialist and the Nursing Facility Transition (NFT) Team to get everything organized for his discharge from the nursing facility.

Due to Karl's inability to communicate or manage his activities of daily living, the Team worked tirelessly to ensure a smooth transition. Once an apartment was found and secured, our Housing Specialist worked with the apartment manager and owner to approve his application for housing and to modify the unit to become accessible. Through the MI Choice Waiver Program, the Team was able to arrange for widened doorways into the bedroom and bathroom, installing a walk in shower unit with grab bars, adding low pile carpeting throughout the apartment, lever door handles to make entering and exiting easier, and concrete to make his patio zero entry. The Team shopped for, and purchased, furniture, groceries and supplies for his new apartment and arranged for caregivers to tend to all aspects of his care at home.

Karl transitioned from the nursing facility close to his birthday and the NFT Team welcomed him to his new apartment with some balloons to celebrate the day. All he wanted to do was eat a hot dog for his first meal at home because he couldn't have hot dogs in the nursing home! He was most excited when the cable provider showed up almost immediately, to hook up his cable TV. The day of transition marked a great accomplishment for Karl as well as the NFT Team and the smile on Karl's face said it all.

Karl continues to live on his own with the assistance of the MI Choice Waiver Program. He no longer has anyone making decisions for him and he has complete control over his days and his life. He is able to get out with his caregiver and use public transportation to go to the store and appointments. He has been at home and successfully out of the nursing facility for almost four years.



Fiscal Year 2019 Donors

<i>Adrian Dominican Sisters</i>	<i>The Huntington Bank</i>
<i>Al and Phyllis Wilkerson</i>	<i>In Memory of Rev. Beth Grimshaw</i>
<i>American Title Company of Jackson</i>	<i>J. Kozal</i>
<i>Ann Lauderdale</i>	<i>Jim and Mary Ann Bone</i>
<i>Anna Deneau</i>	<i>Jini Lane</i>
<i>Anna Hayes</i>	<i>John Mykala</i>
<i>Annette Magda</i>	<i>Kandy Hayes</i>
<i>Bob Knoblauch</i>	<i>Kara Lorenz-Goings</i>
<i>Brooklyn Presbyterian Church</i>	<i>Kelly Naughton</i>
<i>Carl Osterholm</i>	<i>Kevin O'Shaughnessy</i>
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<i>Gerald Hager and Susan Matych-Hager</i>	<i>Michael Butchart</i>
<i>Gleaner Life Insurance</i>	<i>Pamila W. Habity</i>
<i>Glen Ashlock</i>	<i>Queen of the Miraculous Medal Parish</i>
<i>Helen Borton</i>	<i>R. Fultz</i>
<i>Howard Griffis</i>	<i>Region 2 AAA Managers</i>

Region 2 AAA Sunshine Committee

Stephen Rajzer

Sarah Harbottle

Valley Area Agency on Aging

*Southern Michigan Chapter
of Credit Unions*

Village Peddler Gift Shoppe

The gifts we received during Fiscal Year 2019 supported a variety of programs and needs including Safe Haven, Holidays at Home, Living Well, Unmet Needs, PERS (Personal Emergency Response System), MMAP (Medicare Medicaid Assistance Program), and Assistive Technology.

This list of donors may not be complete, in spite of our best record-keeping efforts. Please know that we are extremely grateful for all who support the Agency's mission of providing the means for older adults and adults living with disabilities to live in their homes for as long as possible.

Older Michiganians Day, 2019



*Region 2 AAA Staff, Providers, and Advisory Council Members,
State Representative Brona Kahle • State of Michigan Capitol, May 15, 2019*

Region 2 Area Agency on Aging

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Monday-Friday 8:00 am – 4:30 pm

