

Annual Report - FY 2022

October 1, 2021 - September 30, 2022



Area Agency on Aging
of Northwest Michigan

Dignity. Independence. Choice.



Prepared by:
Heidi Gustine
Executive Director

Our mission is to serve and advocate for older persons, adults with disabilities and caregivers by supporting their independence, dignity, and quality of life.

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Dignity. Independence. Choice.

Executive Director Message



Heidi Gustine, MPA

There are decades where nothing happens; and there are weeks where decades happen," has been a way of life these past several years. After more than two years of living in pandemic conditions, not to mention wild news cycles, I've come to realize that 2022 was the year we started to find a new normal as an Agency.

We would not have accomplished this without the leadership of our Board Executive Committee, Pam Niebrzydowski (Board Chairperson), Rebecca Barr (Vice Chairperson), and David White (Treasurer). They led through the pandemic, through organizational trials and tribulations, and everything in between. I recently spoke with each of them about their experiences on the Executive Committee over the last few years.

Niebrzydowski has been involved with AAANM for over fifteen years, beginning on the Board of Advisors and then serving on the Board of Directors. When asked about the last two and a half years as Board Chairperson, Pam remarked, "We now earmark time with before and after the pandemic. We always found a way forward to make it work. The staff have had a willingness to do whatever was needed to get the job done, even when treading water sometimes. Don't ever lose sight of what your mission is, and you'll never go wrong."

Barr also has been with AAANM for over fifteen years, beginning on the Board of Advisors and then joining the Board of Directors. The pandemic and moving to virtual meetings were hard changes for her. She finds great satisfaction in building relationships with other Board members and seeing the staff. Reflecting upon the last few years, Rebecca said that she has enjoyed the Executive Committee and being a sounding board as the Agency navigated changes and issues.

White joined the AAANM board in 2019, shortly before the pandemic began. In describing the Executive Committee, White said, "Of the three of us, I was the least experienced. Pam and Becca had more history with the Agency and more medical experience. But as a former city manager, I had more administrative and financial experience. We listened to each other and deferred to each other. We knew each other's strengths. The organization continued to serve the seniors in our area. That has always been our number one goal – to serve people. It's not about us. It's about them."

And so, with great admiration, I want to extend my deep gratitude to Pam Niebrzydowski, Rebecca Barr, and David White for their above and beyond leadership and service during these unprecedented times. Please join me in celebrating them.

About Area Agency on Aging of Northwest Michigan



AAANM is a private, nonprofit agency designated as an Area Agency on Aging in 1974 by the Bureau on Aging, Community Living and Supports (ACLS). Operating under the framework of the Federal Older Americans Act and the State Older Michiganians Act, AAANM is responsible for developing, managing and funding a comprehensive system of services for older adults.

As one of more than 670 Area Agencies on Aging nationwide, and one of 16 AAAs in Michigan, AAANM serves ten counties located in northwest lower Michigan including: Antrim, Benzie, Charlevoix, Emmet, Grand Traverse, Kalkaska, Leelanau, Manistee, Missaukee, and Wexford.

FY 2022 Audited Financial Summary

| Revenues | Dollars | Expenses | Dollars |
|---------------------------|---------------------|---------------------------|---------------------|
| MI Choice Medicaid Waiver | \$12,873,119 | MI Choice Medicaid Waiver | \$13,288,851 |
| Federal Support | \$4,308,984 | Community Services | \$2,246,046 |
| State Support | \$1,920,619 | Home Delivered Meals | \$1,852,203 |
| Local Cash | \$139,685 | Congregate Meals | \$505,905 |
| In-kind Contributions | \$11,612 | Care Management | \$800,075 |
| Program Income | \$905 | Admin/Support/Planning | \$445,205 |
| Interest Income | (\$78,178) | Other (In-House Programs) | \$368,892 |
| Other | \$0 | Program Development | \$58,318 |
| TOTAL | \$19,176,746 | TOTAL | \$19,565,495 |

Program Participant - "I am able to stay in my own home (with help) and that is the most important thing to me."

Services and Support Summary

| Direct Services | Units | Participants |
|---|-------|--------------|
| • Elder Abuse Prevention (hours) | 101 | n/a |
| • Gap Filling | n/a | 202 |
| • Information and Assistance (contacts) | 3,249 | n/a |
| • Long Term Care Ombudsman* | n/a | n/a |
| 28 cases / 55 complaints | | |
| • Medicare/Medicaid Assistance Program (contacts) | 4,439 | n/a |
| • Options Counseling | | 67 |

*Activities include 48 facility visits, 128 information and assistance to facility staff/individuals, 1 participation in facility surveys, participation in 6 resident council meetings and 49 trainings attended.

| Contracted Services | Units | Participants |
|---|---------|--------------|
| • Adult Day Health (hours) | 1,728 | 10 |
| • Kinship Caregiver Supplemental Services | n/a | 17 |
| • Congregate Meals (meals) | 89,846 | 5,103 |
| Carry-out (meals) | 57,741 | n/a |
| • Home Delivered Meals (meals) | 409,214 | 2,586 |
| • Legal Assistance (hours) | 946 | 238 |

AAANM contracts Federal Older Americans Act and State Older Michiganians Act funding to organizations serving Region 10. The following organizations received contracted funding in FY 2022.

Antrim County Commission on Aging
 Benzie Senior Resources
 Charlevoix County Commission on Aging
 Child & Family Services of Northwestern Michigan
 Friendship Centers of Emmet County
 Kalkaska County Commission on Aging
 Legal Services of Northern Michigan
 Manistee County Council on Aging
 Northwest Michigan Community Action Agency
 Wexford County Council on Aging



Thank you to our community partners for helping our team serve Northwest Michigan.

Care Connections Summary

Care Connections refers to a group of programs that offers individuals the support they need to remain living in the community. Supports Coordinators (nurses and social workers) help individuals understand and access the care options available.

Care Management Program

Empowers individuals to live at home rather than a nursing facility. Must be 60 years of age or older, have difficulties performing Activities of Daily Living (ADLs), and need assistance coordinating community resources. Experienced nurses and social workers help individuals identify personal needs and develop a plan of care.

Community Transition Services

Assists individuals 18 or older with moving from a nursing facility back into a home setting. Must be eligible to have Medicaid pay for long term care services.

MI Choice Medicaid Waiver Program

Provides individuals with care and services to live in the community rather than a nursing facility. Must be 18 years or older, eligible for nursing home admission and qualify for Medicaid to pay for long term care.



Caregiver Respite

Provides relief for primary caregiver/s by caring for and supporting eligible participants with companionship and assistance with ADLs.

| Program | Participants |
|--------------------------------|--------------|
| Care Management | 273 |
| Case Coordination & Support | 38 |
| Caregiver Respite | 3 |
| MI Choice Medicaid Waiver | 492 |
| Community Transition Services* | 63 |
| Veterans Services | 1 |

*unduplicated initiated referrals



Program Participant - "I was barely existing and secluded. I have no family & AAA makes me feel someone cares. It's wonderful to have support and I appreciate all that is done for me. I feel confident and happier with your help and actually managing my life now."

Care Connections Summary

Purchased Services

Adult Day Health (hours/participants)
Chore (participants)
Friendly Reassurance (hours/participants)
Homemaking (hours/participants)
Nutrition Supplements (participants)
Personal Care (hours/participants)
Personal Emergency Response Systems (participants)
Private Duty Nursing/Medication Management (hours/participants)
Respite Care (hours/participants)
Specialized Medical Equipment and Supplies (participants)
Transportation (participants)

Care Management

753/2
2
918/12
111,367/106
15
15,144/88
117
1,155/68
2,010/27
29
61



Purchased Services

Adult Day Health (hours/participants)
Chore (participants)
Community Living Supports (hours/participants)
Environmental Accessibility Adaptions (participants)
Home Delivered Meals (meals/participants)
Nutrition Supplements (participants)
Personal Emergency Response Systems (participants)
Private Duty Nursing/Medication Management (hours/participants)
Respite Care (hours/participants)
Specialized Medical Equipment and Supplies (participants)
Transportation (participants)

MI Choice Medicaid Waiver

45/3
44
466,232/451
3
15,689/82
88
137
21,021/56
344/6
86
157



Program Participant - "This is my lifeline and without the help I receive from my extremely dedicated supports coordinator and her patience I really wouldn't have survived and won't continue to survive."

Area Agency on Aging of Northwest Michigan



The Area Agency on Aging of Northwest Michigan receives funding through the Bureau of Aging, Community Living, and Supports, county units of government and donations from participants, caregivers and the general public. Services through the MI Choice Medicaid Waiver and Community Transitions Programs are paid for by the Michigan Department of Health and Human Services and the Centers for Medicare and Medicaid Services.



“My face carries all my memories. Why would I erase them?”

Diane Von Furstenberg,
from “The Woman I
Wanted to Be,” 2014



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