



Area Agency on Aging  
of Northwest Michigan

Dignity. Independence. Choice.

# Annual Report

Fiscal Year 2021

October 1, 2020 - September 30, 2021



Prepared By:  
Heidi Gustine  
Executive Director

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



## Executive Director Message

“Challenges are what makes life interesting; overcoming them is what makes life meaningful.” As I reflect on 2021 and this quote from Joshua J. Marine, I cannot help but feel this was a year full of meaning. We all desperately hoped that 2021 would be better than 2020, bringing a sense of normalcy after the upheaval of pandemic. And while we still find ourselves in the midst of the pandemic, and still facing numerous challenges, 2021 was definitely a better year!



Heidi  
Gustine, MPA

As the pandemic raged on in 2021, AAANM supported pandemic relief efforts. With the partnership of United Way of Northwest Michigan (UWNWMI) and local health departments, AAANM established a centralized phone number for older adults to reserve appointments for vaccinations, including assisting with transportation resources when needed. Our staff of nurses and social workers worked lists of individuals wanting to be vaccinated. Partnered with UWNWMI, AAANM held mask drives to distribute thousands of KN95 masks to older adults across the region seeking to protect themselves from Covid-19. And for a second year in a row, partnered closely with Food Rescue of Goodwill Northern Michigan and local county aging units, thousands of pounds of fresh produce were distributed to older adults sheltering in place or experiencing food insecurity.

But 2021 was also a year of significant internal organizational change and accomplishment. In May 2021, AAANM received three-year accreditation for Case Management of Long Term Supports and Services from the National Committee for Quality Assurance (NCQA). This was a tremendous undertaking by leadership and staff to ensure that AAANM’s policies and procedures meet national best practice standards for case management. And this was achieved in a completely remote environment! Additionally, AAANM embarked on a journey to modernize the organization, looking at policies, procedures and practices related to efficiency and effectiveness from the time someone calls the Agency until a participant is discharged from care. Also, back-office functions were upgraded with new systems for accounting and payroll.

The year 2021 was definitely a year of making meaning. I want to extend my sincere gratitude to AAANM’s staff, partners, and community for walking this journey of historical proportions together. Together we can overcome challenges and do great things.

## 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 2021 Audited Financial Summary

Revenues	Dollars	Expenses	Dollars
MI Choice Medicaid Waiver	\$13,149,631.00	MI Choice Medicaid Waiver	\$12,200,269.00
Federal Support	\$3,099,759.00	Community Services	\$718,318.86
State Support	\$1,860,395.00	Home Delivered Meals	\$1,589,193.44
Local Cash	\$43,000.00	Congregate Meals	\$362,636.00
Program Income	\$226,573.00	Care Management	\$1,724,244.09
Interest Income	\$39,068.00	Admin/Support/Planning	\$557,752.30
Other	\$10,931.00	Other (In-House Programs)	\$474,816.65
<b>TOTAL</b>	<b>\$18,429,357.00</b>	Program Development	\$61,288.66
		<b>TOTAL</b>	<b>\$17,688,519.00</b>

## Services and Support Summary

<b>Direct Services</b>	<b>Units</b>	<b>Participants</b>
• Elder Abuse Prevention (hours)	30	n/a
• Friendly Reassurance (contacts)	334	9
• Information and Assistance (contacts)	3,305	n/a
• Long Term Care Ombudsman (*activities)	111	n/a
→ 26 cases / 39 complaints		
• Medicare/Medicaid Assistance Program (contacts)	4,576	n/a

\*Activities include COVID 19 virtual visits, routine facility visits, information and assistance to facility staff/individuals, participation in facility surveys, resident council participation, trainings attended and trainings provided to facility staff.

<b>Contracted Services</b>	<b>Units</b>	<b>Participants</b>
• Adult Day Health (hours)	1,532	5
• Adult Day Transportation (trips)	2,038	64
• Kinship Caregiver Supplemental Services	n/a	21
• Congregate Meals (meals)	108,483	4,307
• Home Delivered Meals (meals)	399,076	2,685
• Legal Assistance (hours)	630	182

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 2021.

Antrim County Commission on Aging  
 Benzie Senior Resources  
 Charlevoix County Commission on Aging  
 Child & Family Services of Northwestern Michigan  
 Friendship Centers of Emmet County  
 Grand Traverse Pavilions  
 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



# 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.

## Program

- Care Management 253
- Caregiver Respite 4
- MI Choice Medicaid Waiver 504  
(179 using Self-Determination)
- Community Transition Services 38
- Veterans Services 1

## Participants

### 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.

## Purchased Services

Adult Day Health (hours/participants)	1,572
Chore (participants)	2
Community Living Supports (hours/participants)	n/a
Enviro. Accessibility Adaptions (participants)	n/a
Friendly Reassurance (hours)	737
Home Delivered Meals (meals/participants)	n/a
Homemaking (hours/participants)	10,294 / 99
Nutrition Supplements (participants)	17
Personal Care (hours/participants)	15,180 / 94
Personal Emergency Response Sys. (participants)	126
Private Duty Nursing/Med Mgnt (hours/participants)	1,504 / 75
Respite Care (hours/participants)	4,382 / 34
Spec. Med. Equipment and Supplies (participants)	36
Transportation (participants)	62

## Care Management

## MI Choice Medicaid Waiver

1,572	218 / 2
2	46
n/a	470,312 / 470
n/a	12
737	n/a
n/a	18,686 / 92
10,294 / 99	n/a
17	85
15,180 / 94	n/a
126	146
1,504 / 75	18,570
4,382 / 34	2,913
36	104
62	162

# Area Agency on Aging of Northwest Michigan



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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.