

Area Agency on Aging 1-B



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ANNUAL REPORT



ABOUT US

Established in 1974, AgeWays Nonprofit Senior Services is a nonprofit 501(c)3 organization with a rich history of supporting older adults, adults with disabilities and family caregivers in southeast Michigan. We are part of a national network of Area Agencies on Aging and a leader in aging services in a six-county region that includes Livingston, Macomb, Monroe, Oakland, St. Clair and Washtenaw counties.

Mission

Enhance the lives of older adults and adults with disabilities in the communities we serve.

Vision

Independence and well-being for all.



While our name has changed, our programs, people, and dedication to supporting older adults, adults with disabilities, and family caregivers remain the same. The structure of our organization has not changed. We will continue our role as the Area Agency on Aging serving Livingston, Macomb, Monroe, Oakland, St. Clair and Washtenaw counties. We will continue to lead the way and pave the way for seniors in our region — just as we have for the last 50 years.

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Dear Friends, Supporters and Colleagues

We are proud to present our 2023 Annual Report.

We have been busy in the past year launching new initiatives to close the caregiving gap and increasing our advocacy for those who live in nursing homes and long-term care facilities. We issued the second edition of our very popular resource guide, Connect. We also forged a new brand identity: we updated our name from Area Agency on Aging 1-B to AgeWays to better connect with the people we serve and to better reflect our mission of helping our participants maintain independence in the setting that is best for them.

And this year, we're celebrating our 50th year as the premier aging-services agency in southeast Michigan!

More Boots on the Ground

Thanks to a grant from the Michigan Health Endowment Fund (MHEF), we doubled the number of advocates who work with residents of licensed long-term care facilities. Six long-term care ombudsmen visit hundreds of facilities in our six-county service area, working collaboratively to resolve issues that impact residents' health and well-being. They also answer questions and field complaints from families during monthly meetings.

Filling in Caregiving Gaps

While we continue to face a dwindling direct care worker force nationwide and at home, we are always looking for novel ways to deliver care. With grants from the MHEF and the Ralph C. Wilson Jr. Foundation, we launched the Respite Voucher Program for unpaid caregivers. It allows families to pay for temporary caregivers – a relative, friend, or professional — should they need personal time.

50 Years and Counting

We are proud of our strides as we celebrate our Golden Anniversary. Participation increased in many critical programs we support: More than 2 million meals were delivered by our Meals on Wheels providers, more than 160 people received services through adult day programs, 4,904 people benefited from free legal services, and almost 1,800 people received chore services.

We continue to support veterans and adults with significant needs in the place they call home. We have grown our vendor pool, pulling people off waitlists. Our Information & Assistance team is fielding more calls. Our collaborative partnerships with health insurance plans are increasing.

After four years of exceptional leadership, Jeff Chang has completed his term as chairperson and is passing the gavel to our incoming Board chair, Sandra Hann. We want to express our gratitude to our Board of Directors, Advisory Council, staff, and community partners for bringing us to this moment.

Thank you for your inspiration,



Dr. Michael Karson
President and CEO



Jeff Chang
Chair, Board of Directors



Dr. Michael Karson
President and CEO



Jeff Chang
Chair, Board of Directors

Easing the Way for Older Adults at Home and in Licensed Facilities

Area Agency on Aging 1-B



We embarked on an ambitious plan to rename the agency, with the goal of making it easier to find us! Working alongside a local marketing firm and taking input from focus groups and our staff over the course of a year, the Area Agency on Aging 1-B rebranded as AgeWays Nonprofit Senior Services. The name reflects what we do best: Giving older adults the programs, services, and supports they need to age the way they choose.

Using a two-year grant of nearly \$400,000 from the Michigan Health Endowment Fund, we doubled the number of advocates in the field who check on the health and well-being of residents in nursing and other licensed long-term care facilities throughout our six-county region. The long-term care ombudsmen focus on call-light response time, personal hygiene, and treatment of residents by staff. The ombudsmen also address complaints of families of those residents, making sure their loved ones are not suffering from neglect. The grant allows AgeWays to reduce the ratio of ombudsmen to residents in about 140 nursing facilities.

Putting Family Caregivers Front and Center

AgeWays is using a grant of \$327,000 from the Michigan Health Endowment Fund and the Ralph C. Wilson Jr. Foundation to provide families with vouchers valued at \$575 that they can use to hire outside caregivers for the purpose of taking a break. The Respite Voucher Program is up and running – and winning rave reviews.



Tualta is a free, online educational platform that offers a wealth of professional-level information and training for caregivers in a lively way. Caregivers can find pretty much anything that addresses their issue, whether it's managing challenging behaviors or helping to prevent a loved one from falling. Tualta offers facilitated peer-to-peer support groups and webinars.

Respite Care Voucher Program

Helping family caregivers pay for care and take a break

248-262-5500
CaregiverRespiteProgram.org



The National Committee for Quality Assurance found AgeWays 100% compliant with Long-term Support Services, program description, person-centered care planning and monitoring, care transitions, staffing, training and verification, and rights and responsibilities.

AgeWays was commended for “dedicated and knowledgeable staff, comprehensive complex case management program with effective outreach, and for our ability to promote organizational diversity, equity, and inclusion and ensuring we assess and address our members' cultural, ethnic, and linguistic needs through member-centric service plans.”

FY2023 Programs and Services

Clients	Provided by Contracted Organizations	Units
174	Participated in Adult Day Care	40,103
1,785	Received Chore Services	7,845
8,997	Received Outreach through Community Liaison Program	18,503
2,906	Benefited from Elder Abuse Prevention Education	2,711
11,049	Received a Congregate Meal	236,264
11,653	Received a Home-Delivered Meal	2,003,042
146	Benefited from Grandparents Raising Grandchildren Services	1,497
34	Received Hearing Assistance Services	837
1,007	Benefited from Home Injury Control Devices	2,540
4,904	Received Legal Services	16,745
551	Received Help through Volunteer Caregiver Programs	17,189
325	Participated in Evidence-Based Health and Wellness Programs	3,902

Clients	Provided by AgeWays	Units/Hours
1,576	Supported by a Long-Term Care Ombudsman	5,850
960	Enrolled in MI Choice	4,294,073
558	Received Services through the Community Living Program	44,385
65	Enrolled in Community Care Management	19,022
74	Served through the Veterans Administration HCBS Program	63,206
39,315	Called for Information and Assistance	21,095
302	Received Long-Term Care Options Counseling	305
146	Participated in Evidence-Based Health and Wellness Programs	1,241
9,013	Counseled on Medicare via our MMAP Program	5,300
373	Participated in Caregiver Educational Programs	246

95,913 individuals were helped by AgeWays and our Community Partners.

*These numbers are not audited.

Financial Statement

Statements of Revenue, Expenses and Changes in Net Assets
Year Ended September 30, 2023

Revenue and support:

Federal grants	\$ 16,646,545
State grants	40,999,523
Fee for service	11,763,601
County support	352,349
Gifts and grants	10,924
Contributed nonfinancial assets	2,007,516
Investment income	285,221
Net assets released from restrictions	180,060
Total revenue, support and gains	72,245,739

Expenses

Program services:

MI Choice Medicaid Waiver	31,835,936
Aging and Adult Services	27,534,160
MI Health Link	8,568,503
Medicare Medicaid Assistance Program	600,573
Other programs	2,341,525
Total program services	70,880,697

Supporting services:

Management and general	2,672,393
Total Expenses	73,553,090
Net assets beginning	9,453,232
Net assets ending	\$ 8,145,881

DONATIONS:

AgeWays received \$60,000-plus in donations to support Holiday Meals on Wheels.

GRANTS:

AgeWays received more than \$330,000 in grants to support older adults and family caregivers.

AgeWays Programs



Information and Assistance (800) 852-7795

The AgeWays Resource Center, staffed by Inform USA-certified Community Resource Specialists, provides comprehensive information, assistance and outreach regarding services and agency programs for older adults, adults with disabilities and their families.

MI Choice Home-and Community-Based Medicaid Waiver Program

The Medicaid Waiver Program, funded by the Michigan Department of Health & Human Services, provides services for adults age 65 years and older and adults with disabilities to help them remain living in the community instead of a nursing facility.

Community Living Program

The Community Living program helps provide in-home services such as personal care and homemaking to help adults, 60 and older, remain living in their own home or chosen place of residence for as long as possible.

ENROLLMENT:

Enrollment in our Community Living Program increased by 302 participants, reducing the waitlist by 61%.

Michigan Medicare Assistance Program (800) 803-7174

MMAP is Michigan's State Health Insurance Assistance Program and, through highly trained volunteer counselors, helps local Medicare beneficiaries or their families understand Medicare, compare or enroll in Medicare coverage, and apply for programs including Medicare Savings Programs and Extra Help to reduce the cost of Medicare for lower-income beneficiaries.



Myride2 (855) 697-4332

Helps older adults with disabilities in Oakland, Macomb, Washtenaw, and Wayne counties find affordable, appropriate transportation. Myride2 also provides travel training to help seniors and adults with disabilities learn how to use public transportation.

Health & Wellness Programs

AgeWays offers free workshops designed to improve the health and well being of older adults and family caregivers. They include A Matter of Balance, Aging Mastery, Powerful Tools for Caregivers, Trualta, and Eat Smart, Move More, Weigh Less.

Caregiver Coaching

The Caregiver Coaching Program matches people who are caring for an aging or disabled loved one with a compassionate, trained volunteer who will work with them one-on-one.



Area Agency on Aging 1-B



29100 Northwestern Highway, Suite 400 Southfield, MI 48034

Call 800-852-7795 or visit our website at AgeWays.org.

