

MMAP Staff Awarded for Excellence

Michigan Medicare/Medicaid Assistance Program (MMAP) staff from Region 2 (Hillsdale, Jackson and Lenawee Counties) received three awards for outstanding performance in their MMAP duties at the MMAP Team Member Recognition and Training event on July 28, 2011 at Lansing Community College.

Lisa Rudolph, from the Jackson County Department on Aging, received the 2010 -2011 Outstanding Reporting Award and the 2010 -2011 Most Counseling Hours Award.



Martha Walker, a volunteer at the Lenawee Department on Aging, received the 2010 - 2011 Most Volunteer MMAP Hours Award.

MMAP served 4,454 individuals with Medicare and Medicaid issues during FY 2011.

Region 2 Area Agency on Aging

Hours: 8:00 am—4:30 pm
Monday-Friday

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P.O. Box 189
Brooklyn, Michigan 49230-8979

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517-592-1974
Fax: 517-592-1975

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Area Agencies on Aging are a nationwide network of organizations designated through the Older Americans Act to be one-stop shops with information about programs, services and housing options. AAAs work hand-in-hand with a statewide network of service providers, including councils on aging, senior centers, home health agencies, and the Michigan Office of Services to the Aging.

Annual Report



Serving Hillsdale, Jackson and Lenawee Counties

Mission Statement

To improve conditions affecting the lives of older adults in the region by:

- Identifying senior concerns and developing a comprehensive and coordinated network of services in Hillsdale, Jackson and Lenawee Counties that will enable older persons 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.

From the Executive Director

State Budgets, Integrated Care, Reauthorization of the Older Americans Act, and PACE are things that Region 2 focused on during the past year while continuing to serve seniors in our three counties. We have assisted more than 700 seniors to stay in their homes and communities as we coordinate services with 78 providers in the Waiver Program.



While we have been grateful that there have not been cuts to the aging budget in the State of Michigan we know that no increase quickly becomes a decrease in funding with 10,000 Americans reaching the age of 65 everyday.

The reauthorization of the Older Americans Act has not yet been moved to committee at the federal level. This legislation was introduced in January by Bernie Sanders (I-Vermont) chairman of the Senate HELP (Health, Education, Labor & Pension) Committee's subcommittee on Primary Health and Aging. In his remarks as he introduced the bill Senator Sanders said, "20% of the seniors in this country are living on an income averaging \$7,500 per year." "there are almost one million seniors who go hungry...that should not be happening in the United States of America." We are continuing to watch the progress of this bill and to advocate for its passage.

Integrated Care (IC) will become a reality in the State of Michigan in 2012. IC focuses on people who are 'Dual Eligible' meaning that they have both Medicare and Medicaid as their insurance plans. I have continued to work to establish partnerships that will allow us to serve individuals who are dual eligible in Managed Care. As of March 2011 there were 211,000 people with dual eligibility in Michigan, 54% of these were under 65 years of age and 46% were 65 or older.

PACE (Programs of All-inclusive Care for the Elderly) has been the focus of ongoing conversation with our Board of Directors. Some Region 2 Board members, Advisory Council members and staff traveled to Battle Creek to visit a PACE center for Calhoun and Barry Counties at the end of January. Everyone left with a much better understanding of how the programs function and what they can mean for the community and the participants. Our Board of Directors has authorized moving into a feasibility study to determine if a PACE center is a possibility for our area. Region 2 and other potential partners are preparing a letter of intent and preparing for the feasibility study.

The staff, management and Board of Directors at Region 2 continue to be committed to providing the best service possible to the greatest number of seniors in our area. 2011 has been a year filled with exploring new ways to provide that service. We look forward to seeing the fruits of exploration in 2012!

Sincerely,

Ginny Wood Broderick

Service Providers

Region 2 Area Agency on Aging utilizes Service Providers for support services to older adults and disabled adults.

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|--|--|--------------------------------------|
| A+ Nursing | Elder Care of Jackson | Lowes |
| Aardvark Pest Control | Evergreen Home Care | Meijer |
| Advanced Care Pharmacy Services | F&S Landscaping | Menards |
| All Care | Family Service and Children's Services | Metron Health Care Products |
| Allegiance Personal Care Service | Friends Who Care | Michelle L. Liska, MSW |
| Alpha and Omega Company | Grab-Bar Pro | Michigan Visiting Care |
| Arbor Woods Assisted Living | Greenleaf Care Home II | Orkin Exterminating |
| Arcadia | Guardian Medical Monitoring | Personal Accounting Services |
| At-Home Counseling | Guardian Trac | Personal Touch Home Health Care |
| Aube Construction LLC | Health & Home Services | Quality Nursing Services |
| Barry Eitel | Highland Alzheimer's Care | Residential Medical Supply |
| Bethany, Inc | Hillsdale County Senior Services | Right at Home |
| Blalock and Brown Home & Landscaping | Home Care Alternatives | Robert Pohl |
| Briggs Heating & Plumbing | Home Health Depot, Inc. | Sandy Morley |
| Brown's Advanced Care Medical Supplies | Home Instead Senior Care | Sears |
| Care One | J&B Medical Supply Company | Senior Helpers |
| CareLinc Medical | J.P. Lawn Services | ServiceMaster |
| Catholic Charities-RSVP | Jackson Care Connections | Snyr Electric, Inc. |
| Community Respite Center | Jackson County Department on Aging | Spartan Healthcare Staffing Services |
| Compassionate Care at Home | Jackson Friendly Home | Spiral Heating |
| Country Living of Hillsdale | Jackson Meal Service | Spring Arbor Assisted Living Center |
| Covenant Care Home | John George Home, Inc. | Synergy Home Care |
| Crossroads Home Care | Legacy Assisted Living Center | VRI Lifeline |
| Critical Signals Technology | Legal Services of South Central Michigan | Walmart |
| Daybreak | Lenawee County Department on Aging | Whitcher Plumbing and Heating |
| Disability Connections | Lifeline | |
| Drews Place of Hillsdale | | |

Client Stories

A Home of His Own

Ed lived in a skilled nursing facility following a fall that resulted in a hip fracture. When Ed decided that he was ready to return to the community, Region 2 Area Agency on Aging was approached to assist Ed through the Nursing Facility Transition (NFT) Program. The Region 2 Housing Coordinator met with Ed to discuss what he was looking for in a “new home.” The most important criteria for Ed was that we “hurry up.” He was anxious to return to independent living.

Within a month Ed moved into a subsidized, barrier-free apartment. Through the Medicaid Waiver program Ed qualified to receive additional support including the basic things necessary to once again live independently.

With the assistance of a caregiver to assist with personal care, homemaking and errands, Ed has done remarkably well. Ed enjoys watching the deer from his patio; grinding his own coffee beans and enjoying oldies music and his movie collection. Ed has a new addition to his home – a kitten named “Trouble.” Ed reports that returning home has been “beautiful.”



-Tricia Commet, LBSW
Care Manager

Mr. “D”’s Story

I remember receiving the referral for Mr. “D”. He had been the only participant to call me four times to make sure he would get assessed for Waiver services! My partner and I discovered during his assessment that he had been on the Waiver waiting list for almost a year. He had been receiving care from Hospice on and off during that time but recently discontinued the care in anticipation of R2AAA involvement saying, “I know I will be well taken care of now that you guys are here”. Mr. “D” had recently been diagnosed with lung cancer and his prognosis did not look good. He stated during his assessment that his goal was to die and his spirit would die if he had to go into a nursing home. He based this prediction on the fact that most of his relatives died in the nursing home because “they were lonely.”

Mr. “D” expressed the need for a lift chair when we asked him what he wanted from R2AAA. The use of a lift chair would eliminate the need for someone to help him up so he could use the bathroom, answer the door or use the kitchen and would also help him feel less confined to the living room. The Support Coordinators at R2AAA assured him that the Agency would work hard to meet other significant needs of his as well. He was very excited about the possibility of no longer being confined to one area in his own home!

We received a call a week after the assessment that Mr. “D” had been found dead in his bedroom. Suddenly, the words “people are dying to get in The Waiver Program” took on a whole new meaning. This incident is not an isolated case. I have heard of at least two other similar stories in the six months I have been here. I have wondered since Mr. “D”’s death how different his quality of life could have been if he had not had to wait for Waiver services.

-Tim Niyonsenga, LLMSW, Care Manager

Our Board of Directors



Jack Branch*
Lenawee



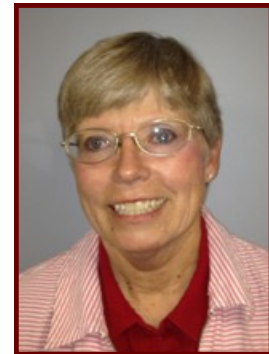
Howard Griffis
Jackson



Lauren Grinage
Jackson



Parke Hayes*
Hillsdale



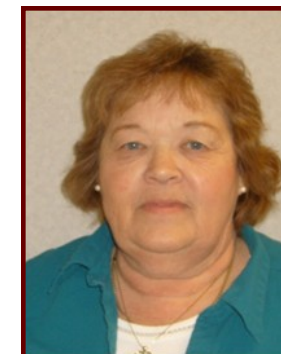
Patricia Spink
Jackson



Arlene Shepherd
Jackson



Patricia Smith*
Jackson



Gearldine Spieth*
Hillsdale



Carol Tuckerman
Lenawee



Chris Wittenbach*
Lenawee

*County Commissioner

Our Advisory Council

Hillsdale County

- Kelly Cooley
- Robert Ferguson
- Jeanne Karr
- Annette Magda
- Gretchen Oberdick
- Mollie Wolf

Jackson County

- Mary Ann Cook
- Kara Lorenz
- Pamela McCrum
- John Mykala
- Karen Rodgers – Regional
- Peggy Younglove – Chair

Lenawee County

- Helen Borton
- Georgianna Covell
- Betsy Dennis
- Don Dennis
- Joseph Satterelli
- Penny Seymour

Financial Snapshot

2011 Revenue		2011 Expenditures	
Medicaid Waiver	\$ 8,564,083	Medicaid Waiver	\$ 8,856,623
Local Resources	\$ 260,759	Program Services	\$ 2,109,248
Federal	\$ 1,695,896	Care Management	\$ 315,123
State	\$ 868,011	SCSEP	\$ 298,386
Program Income	\$ 16,701	<u>Admin Support Services</u>	<u>\$ 236,443</u>
Interest Income/Other	\$ 35,387	Total Expenses	\$11,815,823
<u>Counties</u>	<u>\$ 22,180</u>		
Total Revenue	\$11,463,017		

Expenditures in Excess of Revenues: \$352,806.
These additional expenditures were covered by our fund balance.

Services Funded by the Older Americans Act

ACCESS SERVICES

Care Management - Conducted **133 in-home assessments** to determine an individual's needs and eligibility for services.

Case Coordination and Support - **1,974 hours of service** were provided to **704 clients** to provide in-home assessments and the arrangement of determined services.

Information and Assistance - **1,824 hours** were spent providing assistance to **935 individuals** in finding service providers to meet their needs.

Outreach - **11,419 hours of service** were provided to identify and contact **764 isolated older, low-income individuals** who may have service needs.

Transportation - **11,400 one-way rides** were provided to medical appointments for **429 clients**.

Services Funded by the Older Americans Act – Continued

IN-HOME SERVICES

Chore - **257 clients** received a total of **1,266 hours** of minor home repair, yard work and general home maintenance.

Home Care Assistance - **44,071 hours of in-home assistance** with activities of daily living and routine household tasks were provided to **1,129 clients**.

Home Delivered Meals - **340,268 nutritious meals** were delivered to **1,925 home-bound older adults**. These meals provide daily contact and socialization as well valuable nutrition.

Respite Care - **5,511 hours** of companionship, assistance and/or activities of daily living were provided to **82 frail elderly** in the absence of their primary caregiver.

COMMUNITY SERVICES

Adult Day Services - **5,211 hours of day-time care**, in a structured program for functionally and/or cognitively impaired elderly persons, were provided to **83 clients**.

Caregiver Education - **1,201 hours of caregiver support and training** were provided to **201 caregivers**.

Congregate Meals - **97,611 meals** were served to **3,034 participants** in county nutrition sites such as senior centers, churches and township halls.

Counseling - **565 hours of professional short-term counseling** were provided to **53 older persons**.

Disease Prevention/Health Promotion - **9,833 hours of activities** were provided to **709 clients** to assist them in avoiding illness and improving their health status.

Legal Services - **1,242 hours** of legal representation by an attorney were provided to **455 clients**.

Long Term Care Ombudsman - **992 hours** of assistance and advocacy were provided to **712 residents of long term care facilities** to resolve complaints.

Programs for Prevention of Elder Abuse, Neglect and Exploitation - **214 hours** to **351 clients**.

Senior Center Operations - **5,668 hours** of senior center services and activities were provided to **4,117 senior center participants**.