



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 47 Years of Service!

Fiscal Year 2020 Annual Report

October 1, 2019 – September 30, 2020

We strive to be aging experts and are continuous learners.

We provide quality and efficient care to those we serve.

We are committed to helping older adults and adults with disabilities, make informed decisions about living where and how they choose.

We network and build community partnerships in advocating for those we serve.

We serve with honesty and compassion.

We hold each other to be accountable, ethical and respectful.

Region 2 Area
Agency on Aging
Core Values

While reflecting on the past year, all I can say is “WOW”. We at the Region 2 Area Agency on Aging have worked hard to follow our purpose:

To offer care and support to older adults, adults with disabilities and caregivers, and to help individuals in Hillsdale, Jackson and Lenawee Counties be as safe and secure as possible in the living situation of their choice.

To advocate for, and with, those we serve at the local, state, and national level in partnership with other organizations.

To help our community members navigate programs such as Medicare and Medicaid and identify what they need to live well.

With the pandemic in full force for the entirety of the year, we said as an Agency and a partner, “We got this”. We pivoted. Our staff, for the most part, went remote, and we were flexible so that we could continue to provide increasingly needed services in our community. We connected with our health community to be sure that older adults and adults with disabilities were remembered for COVID-19 testing and vaccine rollout.

We worked closely with our partners in the aging services network, and said “Yes, we can” many times. With the support of our wonderful contractors in the three counties, we

- Distributed quarantine boxes and fresh produce boxes
- Distributed personal care kits
- Worked on telehealth to connect our participants to us and their medical teams
- Started our Friendly Reassurance Program early to ease social isolation
- Took our Community Wellness Program virtual and statewide
- Increased our reach in the community to serve additional community members
- Worked to put technology in the hands of seniors and adults with disabilities
- Learned to promote our services in different ways
- Continued all of our programs

The pandemic has only increased the awareness and understanding about the need for home and community-based services. We reminded our legislators of the significance of continuing to give our community options for independent, safe living in the community. We also educated on the needs of the direct care workforce and the importance of funding for these critical workers.

We thank all of you that have supported our work for older adults and adults with disabilities. Our staff, our Board of Directors, our Advisory Council have all tirelessly worked to be sure our mission moves forward. We appreciate the efforts and strength of our providers, contractors, and partners in the aging network that make our service possible. Our work continues.

Julie Wetherby

Board of Directors

Jackson County

Tony Bair
Matt Dame
Deborah Eccleton
Megan Kiser
Stephen Rajzer

Hillsdale County

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Advisory Council

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Josue Salazar
Martha Walker

Regional

Betsy Clark

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

- Home and Community Based Services
- Information & Referral and Options Counseling
- Mi Choice Waiver
- Tiered Care
- Friendly Reassurance
- 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
Ackley's Property Services
All Care@Life's Junction

Angel of Mine Home Care
Arbor North Living Center
Arcadia Health Services (Jackson, Kalamazoo)

Assassin Pest Control
At-Home Counseling
Blade Runner
Blissfield Place
Brown's Advanced Care
By Dawn's Early Light Home Care
By Dawn's Early Light Transport
Care One
CareLinc Medical
Centria Healthcare
Citizens for Quality Care
City of Adrian (Dial-a-Ride)
City of Hillsdale (Dial-a-Ride)
ComForCare
Comfort Keepers
Connect America
COR Freedom
Country Living of Hillsdale
Crossroads Home Care
Critical Signals Technology
Daybreak Adult Day Services
disAbility Connections
Elder Care of Jackson
Elite Medical Staffing
Embrace Your Health
Evergreen Home Care
EveryFit, Inc.
ExtrOrdinary Solutions
F&S Landscape
Friends Who Care (Adrian, Jackson)
Front Porch Living Home Care
Fusion Custom Chairs
Gaslight Village Assisted Living
Genoa A QOL Healthcare Company
Gigi's Legacy Homecare
Grab-Bar Pro
Great Lakes Senior Care
GT Independence
Guardian Medical Monitoring
Henry Ford Allegiance Personal Care
Highland Alzheimer's Care Residence
Hillsdale Community Health Center
Hillsdale County Senior Services Center

Home Care Alternatives
Home Instead Senior Care
Image Solutions
Jackson Care Connection
Jackson County Department on Aging
Jackson Friendly Home
Jackson Transportation Authority
JNZ Transportation
John George Home
Key Opportunities
LaJoy Group
Lawns-R-Us
Legacy Assisted Living
Lenawee County Department on Aging
Lenawee Transportation
Lifeline
LifeStation, Inc.
Mareck Family & Geriatric Services
MedScope America Corporation
MiGreen Outdoor Maintenance
Mom's Meals
Next Step Home Health and Staffing
Non Emergency Transportation Service
Optimal Medical Staffing
Orkin Pest Control (Coldwater)
Personal Accounting Services
Personal Touch Home Health Care
Pest Patrol
Premier Financial Management Services
Rampit USA
Resource Transportation Group
Rice Manor
Right at Home
Senior Moments Assisted Living
Serenity3 Home Health, Inc.
Spartan Healthcare Staffing Services
Stuart Wilson, PC
Tecumseh Place
Troy W. Pierce
Victorian Manor Assisted Living
Victorian Villa Assisted Living
VRI Valued Relationships, Inc.

Financial Report

| <i>Revenue</i> | | |
|-------------------------------|------------------------|---------------|
| Medicaid Waiver | \$17,830,655.00 | 80.9% |
| Federal | 2,225,600.57 | 10.1% |
| State | 1,498,171.00 | 6.8% |
| Other Grants | 189,794.93 | 0.9% |
| Contributions: Cash | 32,817.81 | 0.1% |
| Contributions: In-kind | 20,163.23 | 0.1% |
| Program Service Fees | 63,546.23 | 0.3% |
| Interest and Other | 166,918.87 | 0.8% |
| Total Revenues | \$22,027,667.64 | 100.0% |

| <i>Expenditures</i> | | |
|--|---------------------|---------------|
| Medicaid Waiver | \$15,647,557 | 76.7% |
| Home Delivered Meals | 1,230,557 | 6.0% |
| Congregate Meals | 350,663 | 1.7% |
| Safe Haven & Elder Abuse Prevention | 271,253 | 1.3% |
| MMAP | 38,734 | 0.2% |
| Other Program Services | 1,398,895 | 9.5% |
| Supporting Services | 936,979 | 4.6% |
| Total Expenditures | \$20,414,638 | 100.0% |

| Persons Served | |
|-------------------------------------|-----|
| Care Management Services | 315 |
| MI Choice Waiver Services | 788 |
| Local Contact Information Referrals | 82 |
| Transition Referrals | 83 |
| Transitions Home | 30 |
| Safe Haven | 40 |
| Living Well Program | 158 |

Services Purchased for In-Home Care through MI Choice Waiver

| | |
|---|-----------------|
| Adult Day Care | 12,785 units |
| Chore Services | 2,075 units |
| Community Living Support | 2,565,152 units |
| Emergency Response System Monthly Monitoring | 2,972 units |
| Fiscal Intermediary Services | 2,381 units |
| Home Delivered Meals | 64,621 meals |

| <i>Local Support by Service Category</i> | <i>Program Income</i> | <i>Cash Match</i> | <i>In-kind Match</i> | <i>Total</i> |
|--|-----------------------|-------------------|----------------------|--------------|
| Access Services | \$13,289 | \$120,982 | \$34,125 | \$168,396 |
| In-Home Services | 61,774 | 275,380 | 0.00 | 337,154 |
| Community Services | 96,622 | 406,177 | 4,002 | 506,801 |
| Nutrition Services | 390,162 | 638,607 | 9,435 | 1,038,204 |
| Total | \$561,847 | \$1,441,146 | \$47,562 | \$2,050,555 |

Medicare/Medicaid Assistance Program (MMAF)

MMAF Counselors helped 3,149 clients understand, apply for, and access government benefits during the period April 1, 2020 – March 31, 2021.

Information and Referral

Agency staff responded to 11,841 calls during the period October 1, 2019-September 30, 2020.

Older Americans Act Grant Funded Services

Access Services

| Service Category | Clients | Units |
|-------------------------------|----------------|------------------|
| Care Coordination and Support | 881 | 2,410 encounters |
| Information and Assistance | 9,363 | 8,006 encounters |
| Outreach | 481 | 1,252 hours |
| Transportation | 1,329 | 6,639 trips |

In-home Services

| | | |
|----------------------|-------|----------------|
| Chore | 90 | 244 hours |
| Home Care Assistance | 1,623 | 37,315 hours |
| Home Delivered Meals | 2,849 | 505,232 meals |
| Respite Care | 109 | 4,665 hours |
| Friendly Reassurance | 1,664 | 2,054 contacts |

Community Services

| Service Category | Clients | Units |
|------------------------------------|----------------|--------------------|
| Adult Day Services | 73 | 4,502 hours |
| CEST Client | 145 | 339 hours |
| Supplemental Caregiver Services | 85 | 568 goods/services |
| Congregate Meals | 1,723 | 70,537 meals |
| Counseling | 405 | 794 hours |
| Evidenced Based Disease Prevention | 217 | 1,675 hours |
| Long Term Care Ombudsman | 809 | 417 hours |
| Legal Services | 391 | 900 hours |
| Senior Center Operations | 4,123 | 19,164 hours |

Why We Do What We Do

Nicole Washington became known to Region 2 Area Agency on Aging in 2019. She has a complex medical history and currently uses the services of Hospice. Nicole has a few friends and neighbors who help as needed and she has a small dog who keeps her company. She lives alone in her apartment and remains as independent as possible with the help of community services.

Nicole has had many difficult jobs in her life. She was an EMT, Firefighter and a Prison Guard. Life has not been easy for Nicole, but she is a strong person and persevered through many challenges. She had tried to look out for others and always cared for those around her, despite her hardships.

When the COVID-19 pandemic hit our area in March 2020, Nichole became even more isolated than usual. She wanted to stay busy and help others and she told her Supports Coordinator she wanted a sewing machine. Even though she had recently broken her thumb, she thought she would still be able to use the sewing machine to help people. The Supports Coordinator was able to get one donated for her.

Nicole hand-sewed around 100 masks over the next several months. She gave them to people in the neighborhood, her caregiver and family, her apartment building maintenance man and his family and donated them to Joanne Fabrics for shoppers to have for free. Everyone was so appreciative of the care and time she put into the masks and helping others stay safe and healthy.

Nicole is an inspiration to the staff at Region 2 Area Agency on Aging and all those around her. She is admired for her strength, helpfulness, kindness, and generosity. She continues to think of others and take care of those around her during her struggle with her own health and isolation.



*Angela "Nicole" Washington
2021 Winner of the Region 2 AAA Inspiration Award*

Fiscal Year 2020 Donors

Hannah Ainsworth
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Beth Glore
Governor Croswell Tea Room
Russ Graves
Howard Griffis
Kandy Hayes
Cassandra Hickman
Caron Houston

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Irish Hills Eagles Auxiliary #3689
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Knights of Columbus Irish Hills Council #6223
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The gifts we received during Fiscal Year 2020 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.



Region 2 Area Agency on Aging, July, 2020

Region 2 Area Agency on Aging

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Monday-Friday 8:00 am – 4:30 pm

