

Detroit Area Agency on Aging

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2017 Annual Report

October 1, 2016 - September 30, 2017



Serving Detroit, Hamtramck,
Harper Woods, Highland Park
and the five Grosse Pointes

Creating Aging Friendly Neighborhoods

*Nutrition * Health & Wellness * Senior Independence*

Dear Friends,

“When One More Time Becomes One Last Time”

As we take a moment to look back at Paul Bridgewater’s tenure with the Detroit Area Agency on Aging (DAAA), it is remarkable to think of all the accomplishments and initiatives he and DAAA has been involved in over the past 38 years. From establishing the Holiday Meals on Wheels Program to becoming involved with the MI Choice Waiver Program, to the publication of “Dying Before Their Time”, to the development of the Community Wellness Service Centers, DAAA has been a leader in advocating and supporting seniors, adults with disabilities and their caregivers.

Over the years, DAAA employees, Board of Directors and Advisory Council have worked tirelessly to educate, advocate and promote healthy aging to enable people to make choices about home and community-based services and long-term care that will improve their quality of life. These efforts would not be possible without the assistance and involvement of our service providers and community partners.

Highlighting this past year, DAAA established four Community Wellness Service Centers (CWSC) throughout our region offering community navigation services, education for seniors to help reduce social isolation while improving their health and wellness.

DAAA also secured a PREVNT grant focused on developing strategies to address elder abuse, neglect and exploitation, an epidemic that often hides in plain sight. Under this project DAAA collaborated with three faith-based organization to bring awareness to the community about elder abuse prevention. In addition, DAAA participated in the Healthy Food Connect project which included expanding Nutrition Service Incentive Program (NSIP) sites with a “Friends of” meal delivery program to reach more homebound seniors on the waitlist. This project helped existing and new sites to create sustainable business models and culminated with a Health Food Expo in Eastern Market.

The agency continued to expand services for participants in the MI Choice and MI Health Link programs to serve more consumers. MI Choice served 1,742 constituents and enrolled 1,671 participants keeping them in their homes and out of nursing care facilities. DAAA’s MI Health Link program enrolled 4,461 members through five health plans in order to serve as a gateway to long-term care services. DAAA’s newly restructured Health and Wellness Department served over 784 persons through a variety of workshops while providing technical assistance and support to the CWSCs and other sites. DAAA continued to render high-quality services throughout its region while planning for a bright future.

While we celebrate our endeavors and older adults *“Engage at Every Age”*, we have an opportunity to shine a light on many important issues and trends we are facing. Engaging older adults, caregivers, and community partners is critical in addressing these challenges and finding ways to maintain funding. DAAA will need to continue to advocate for the underserved to take steps toward improving opportunities for inclusion in communities and aging in place with dignity.

Over the last 38 years, Paul Bridgewater has developed and laid a strong foundation through a strong vision and mission on which DAAA was built. As we move into the next chapter, it will be imperative to continue building off this foundation representing older adults and those with disabilities to improve their quality of life.



*Wayne W. Bradley, Sr.
Board Chair*



*Paul Bridgewater
President & CEO*

A handwritten signature in black ink, reading "Wayne W. Bradley, Sr." in a cursive style.

Wayne W. Bradley, Sr.
Board Chair

A handwritten signature in black ink, reading "Paul Bridgewater" in a cursive style.

Paul Bridgewater
President & CEO



Thank You

DAAA would like to thank the following foundations and organizations for “Making a Difference” through their generous support and contributions.



FORD MOTOR COMPANY FUND



**DTE Energy
Foundation**

Addus HealthCare * Advanced Seniors Healthcare Group * Ascension * AT&T * Black Family Development, Inc. * Black United Fund of Michigan, Inc. * Blue Cross Blue Shield of Michigan Center For Information Management, Inc. * Cheli's Chili Bar & Restaurant * Club General Motors Comerica Bank * Comfort Home Health Care, LLC * Coventry Health Plan – Aetna * Crain Communications * Diversified Members Credit Union * Foster Family Medical Equipment * Fusco Shaffer & Pappas, Inc. * Good Start Foundation * Guardian Medical Monitoring, Inc. * James G. Hart Foundation * L & L Adult Day Care * Lighthouse Insurance Group, Inc. * Maka Sil & Group Home, Inc. * Martin, Arrington, Desai & Meyers, P.C. * Meals on Wheels America * MGM Grand Detroit Michigan First Credit Union * Moroun Nursing Center of Detroit, LLC * Mutual of America Northeast Guidance Center * Oak Street Health * Patterson Bryant Group, Inc. * Personal Accounting Services, Inc. * Personalize Home Care Services * Plunkett & Cooney * Premier Business Products * Presbyterian Villages of Michigan * Pro Care Unlimited, Inc. * Services to Enhance Potential * Sun Valley Foods Co. * Unique Food Management, Inc.

Thank you



Detroit Area Agency on Aging Highlights

Paul Bridgewater, President & CEO was appointed by the National Association of Area Agencies on Aging to serve on a National Cultural Diversity Committee. DAAA shared the agency's cultural diversity plan with the committee and it was accepted as a model that can be replicated nationally.

Planning

Held the largest attended public hearing in the state with 176 individuals in attendance. Of those attending 14 provided oral testimony and 11 provided written testimony. Twenty-three (23) attendees participated in the video-advocacy activities to support the continuation of funding for Meals on Wheels (MOW), Medicare-Medicaid Assistance Program (MMAP), the Senior Community Service Employment Program (SCSEP) among other services.

Community Wellness Service Centers

Partnered with four Community Wellness Service Centers (CWSC) to provide seniors and caregivers with services including congregate meals, evidence-based health and wellness programs, and community navigators to help identify community resources.



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Grosse Pte. Farms, MI 48236
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58 Parsons St.
Detroit, MI 48201
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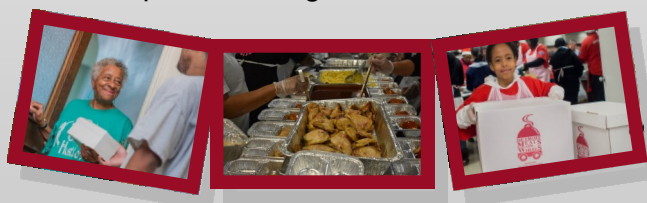
Public Benefits & Services

Partnered with the Southeast Michigan Senior Regional Collaborative and other partners to convene the 2017 Money Smart Week event through a tele-town hall education session. Nine-hundred and ninety-five (995) individuals were on the educational call to learn more about public benefits, financial planning, senior scams and identify theft.

Community Services

Nutrition

- ◆ Nutrition services served over 459,347 Home Delivered (HDM) and over 163,997 meals through the Congregate Meals Program.
- ◆ Secured funding from Community Foundation for Southeast Michigan's Healthy Food Connect Grant which allowed DAAA to expand Nutrition Service Incentive Program (NSIP) sites. This project also included the development of a new "Friends of Detroit Meals on Wheels" meal site.
- ◆ Developed a Healthy Food Connect toolkit to educate local sites that were already providing meal services to seniors on how to create a sustainable business model.
- ◆ Conducted a Healthy Food Expo in Detroit's Eastern Market to present the NSIP expansion findings. The event helped DAAA to identify potential NSIP sites for development during FY 2018.
- ◆ The DAAA Congregate Meals Program continued to promote an active Volunteer Project Council which consist of congregate meal participants.



Senior Community Service Employment Program (SCSEP)

- ◆ DAAA's Senior Community Service Employment Program (SCSEP) had an average enrollee placement rate of 67.9%, one of the top in the state.
- ◆ Seven SCSEP participants received Nurse Assistant training through the American Red Cross and all completed the course with high marks.
- ◆ Continued to work with the Veterans Association to assist seniors in employment opportunities and make annual presentation regarding the senior employment program.



Medicare Medicaid Assistance Program (MMAP)

- ◆ The Medicare Medicaid Assistance Program (MMAP) helped save 667 Medicare consumers \$840,420 and 255 Medicare consumers \$1,020,000 in prescription drug premiums, co-payments and deductibles.
- ◆ The DAAA MMAP Team leads the State of Michigan in informing beneficiaries of their Medicare and Medicaid entitlements. During FY 2017 MMAP, Inc. Board of Directors named DAAA MMAP Team of the Year for achieving its performance targets and serving the most Senior Medicare Patrol clients.



Out With the Old	2018 In With the New
MEDICARE HEALTH INSURANCE 1-800-MEDICARE (1-800-633-4227)	MEDICARE HEALTH INSURANCE
NAME OF BENEFICIARY JOHN DOE	NAME/Nomme JOHN L SMITH
MEDICARE CLAIM NUMBER 000-00-0000-A	Medicare Number/Numero de Medicare 1EG4-TE5-MK72
SEX MALE	Gender/Genre MALE
IS ENTITLED TO HOSPITAL (PART A) 01-01-2007 MEDICAL (PART B) 01-01-2007	Entitled to/Entitled a HOSPITAL (PART A) 03-01-2016 MEDICAL (PART B) 03-01-2016
EFFECTIVE DATE	Commence date/Date de commencement
SIGN HERE	

Information & Assistance, Outreach & Advocacy

- ◆ The Information and Assistance Program assisted over 26, 210 participants during the year.
- ◆ Secured PREVNT grant from Aging and Adult Services Agency (AASA) to expand Region 1-A's elder abuse campaign. This collaborative with the Wayne County Sheriff's Office and Neighborhood Legal Services promotes the training of community chaplains to provide elder abused prevention at local faith-based organizations.
- ◆ Worked collaboratively with the City of Detroit and Detroit Recreation Department on senior events including Senior Friendship Day with over 3,000 in attendance and Senior Olympics with 600 in attendance.
- ◆ Transported over 130 seniors to Older Michiganian's Day to advocate for senior programs and speak with state legislators on platform issues including transportation, preventing elder abuse, eliminating waitlists for senior services and Alzheimer's/Dementia.
- ◆ Selected to participate on the State of Michigan's design team to examine ways to streamline the person-centered planning process to improve Long-Term Care Services in Michigan. Focused on five major areas for prospective improvement: Policy, Quality, Training, Tools and Culture, with a goal for recommendations to be incorporated into the State Plan for Home and Community – Based Services.



Memories.....



Long-Term Care Services

- ◆ DAAA presumed eligibility and had an in house MI Choice eligibility team that focused on decreasing DAAA 's financial exposure. The Medicaid pending count (less than 10) was the least amount of pending's in years!
- ◆ DAAA had one of the largest Consumer Advisory Councils in the State of Michigan. It has grown over the last two years from 10 to 30 participants and had to move the meeting location from DAAA to an offsite location to be able to accommodate participants and their caregivers.
- ◆ A revision in MI Health Link process flows was developed to improve a timely response to the Integrated Care Organizations (ICOs) inquires as well as services implementation with the goal to make sure DAAA is reimbursed for all services rendered assuring each ICO member is eligible and has been deemed authorized by the ICO.
- ◆ The MI Health Link Program census increased during FY 2017. There were 4,458 participants enrolled and served in the program.
- ◆ The State Clinical Quality Assurance Review score improved from 2.0+ to 3.0+.

Health & Wellness

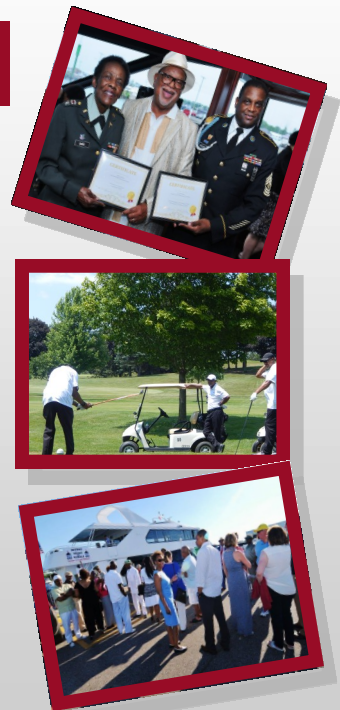


- ◆ DAAA is now a Medicare provider for Diabetes Self-Management Education and Medical Nutrition Therapy and can bill Medicare for persons with Part B coverage.
- ◆ An increased number of participants enrolled in the evidence-based programs consisting of Creating Confident Caregivers, EnhanceFitness, A Matter of Balance, Personal Action Toward Health (PATH) and Diabetes PATH.
- ◆ Take Heart project in collaboration with University of Michigan School of Public Health and Detroit Medical Center was implemented.

Development & Communications

Nearly half a million raised for the Detroit Meals on Wheels program

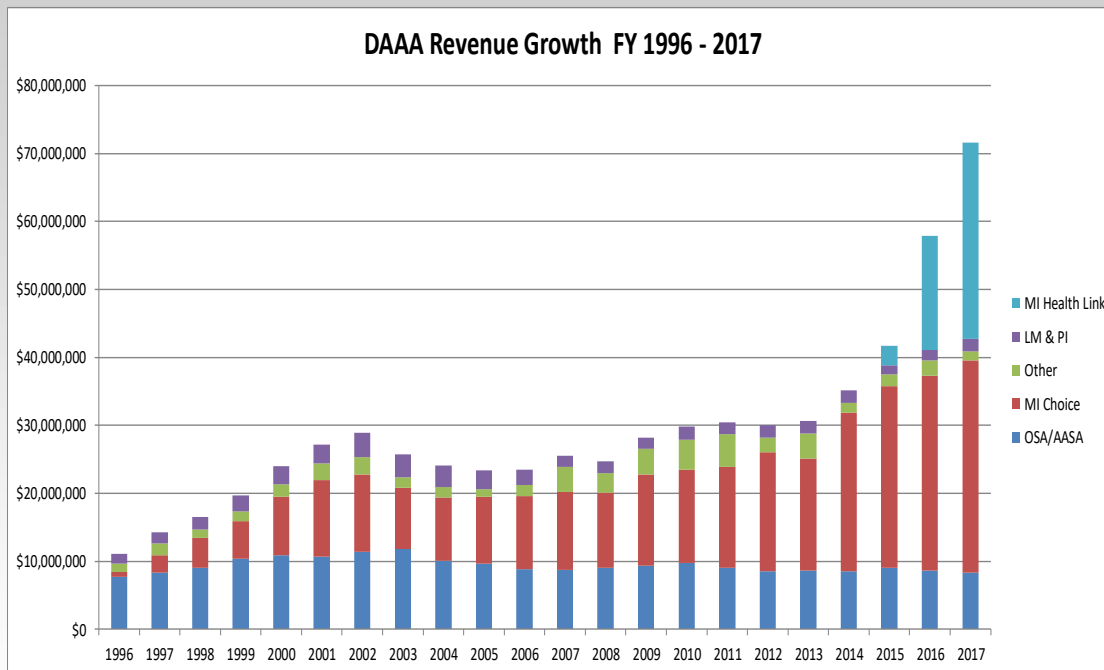
- ◆ The Detroit Area Agency on Aging is overjoyed with the support from individuals, corporations and foundations of the Detroit Meals on Wheels program which has enabled us to provide more than 19,000 holiday meals during Thanksgiving, Christmas, Easter and Labor Day.
- ◆ DAAA held its first annual Meals on Wheels telethon which raised over \$150,000 and also helped to bring awareness to not only the program but the agency and the work we do.
- ◆ Increased funding for the Friends of Detroit Meals on Wheels to help reduce the waitlist.
- ◆ Updated the agencies website to be user friendly and improved the ability to donate to the agency, provide information, updates and events in the community.



- 1980** - DAAA was established with 12 employees and an \$8.4 million budget.
- 1986** - Paul Bridgewater became DAAA's one and only President & CEO.
- 1988** - Holiday Meals on Wheels Program initiated to serve homebound seniors.
- 1992** - Project Choice Care Management Program started as a forerunner to MI Choice Waiver. First Annual Golf Fundraiser was held.
- 1997 - 2005** - DAAA received \$6.1 million to operate two Detroit Empowerment Zone projects.
- 1998** - MI Choice Home and Community-Based Waiver was created.
- 2001** - Senior Solution Radio Show started with Paul Bridgewater as host and Helen Love, its producer for 11 years.
- 2002** - Grandparents Raising Grandchildren Committee was established with Juanita Bridgewater as chair.
- 2003 - 2004** - Award-winning Dying Before Their Time Campaign was implemented.
- 2004** - DAAA released the Least Among Us: An Analysis of Medicaid-Intensive Nursing Homes in Detroit; Nursing Facility Transition Initiative was launched.
- 2005** - Project FRESH was started to make fresh fruits and vegetables available for seniors.
- 2006** - DAAA established Detroit/Wayne County Long Term Care Connection/ADRC with \$13.7 million grant; the first Evidence-Based Programs: Healing Zone, Hearth N Parks, Eat Better Move More and Active for Life were launched.
- 2008** - Senate Bill 170 – Grandparents supported, first Kinship Conference was held.
- 2009** - Summer Cruise Fundraiser held, sold out within two months and raised \$32,000+. DAAA was one of ten agencies to be funded by NCOA for a Detroit Economic Security Service Center; DAAA launched it's Nursing Facility Enhancement Project with a 150-member Long-Term Care Task Force.
- 2010** - Paul Bridgewater Award established for individuals who have provided 30 years of service to DAAA.
- 2011** - Waitlist Gala held and raised \$88,000 to begin Friends of Detroit Meals on Wheels.
- 2015** - DAAA celebrated 35 years in service; MI Health Link Program started with five ICO contracts, one of the few projects in Michigan.
- 2017** - DAAA established four Community Wellness Service Centers; held Inaugural Telethon which raised over \$200,000; DAAA hits \$71.5 million budget with 140+ employees.
- 2018** - *"When one more time becomes one last time"* Paul Bridgewater presides over his last
- ♦ 2018 Annual Meeting
 - ♦ 26th Annual Golf Fundraiser Outing
 - ♦ 11th Annual Summer Cruise

"Leadership is about making others better as a result of your presence and making sure that impact last in your absence." -Sheryl Sanders

Financial Growth



The Detroit Area Agency on Aging has experienced revenue growth over the past 20 years and increased its revenue from approximately \$11,000,000 in Fiscal Year 1996 to just over \$71,500,000 in FY 2017. The growth is the result of several factors:

- ◆ A state-wide expansion of the MI Choice Program resulted in increased enrollment of frail/at-risk participants with higher levels of in-home services.
 - In FY 2017, 1,749 participants were served with 1,319,337 units of service and funding of \$31,224,499.
 - In April 2017, the Michigan Department of Health & Human Services (DHHS) added Non-Emergency Medical Transportation (NEMT) as a covered MI Choice service which provided access to medical appointments. A total of 8,394 one-way NEMT rides were provided between April and September 2017 with an approximate cost of \$213,000.
- ◆ In FY 2015, the State of Michigan implemented MI Health Link (MHL), a pilot program approved by Centers for Medicare and Medicaid Services (CMS). MHL provides services to dual Medicare/Medicaid members.
 - In FY 2017, the DAAA provided 1,588,058 units of service to over 2,000 MHL members with funding of \$28,873,195.
- ◆ Revenue from traditional funding sources, such as Aging and Adult Services Agency, have remained stable over the last five fiscal years. Several programs were expanded in FY 2017:
 - Silver Key coalition has been able to increase state funding for in-home services.
 - Additional funding was awarded in FY 2017 to the Elder Abuse Prevention Grant which allowed for training to identify and acknowledge abuse within the community.
 - The Medicare-Medicaid Assistance Program (MMAP) assisted many participants with their Medicaid insurance, providing assistance and understanding of the benefits available to them.
- ◆ Fund Development initiatives were undertaken by the DAAA to diversify its revenue streams.
 - The Friends of Meals on Wheels initiative, funded in part by Greektown Casino-Hotel, provided funding for Holiday Meals on Wheels as well as augment the Meals on Wheels Program and allowed participants to maintain their current levels of services without and reductions.

As the DAAA looks towards the future, the agency will need to continue to diversify by identifying new program initiatives and other sources of revenue.

Service Report (for the fiscal year ending 09/30/2017)

Service Category	# of Clients*	# of Units**
Supportive Services:		
Assistance to the Hearing Impaired & Deaf:	240	936
Adult Day Services	157	27,854
Caregiver Education, Support & Training	638	73
Elder Abuse Prevention	796	745
Kinship Support Services	134	2,224
Legal Assistance	692	2,225
Mature Workers Program	64	N/A
Targeted Outreach & Assistance	1,509	22,578
Vision Services	1,351	838
Community Wellness Service Center		
Community Navigator	5,552	13,659
Transportation	922	10,723
Senior Center Operations	9,984	13,001
Senior Center Staffing	10,208	13,442
Disease Prevention/Health Promotion	4,636	9,302
Caregiver Education, Support & Training	45	119
DAAA Long-Term Care Ombudsman	3,816	3,290
DAAA Information & Assistance	9,189	6,587
DAAA Outreach	6,272	5,638
DAAA Healthy & Wellness	394	2,794
Transportation	1,966	386
Sub-Total	58,565	136,414
Nutrition:		
Congregate Meals	2,323	168,283
Home Delivered Meals	4,020	548,510
Holiday Meals on Wheels	6,060	17,500
Wayne County Veterans Meals	179	17,815
Friends of Detroit Meals on Wheels	17	2,393
NSIP	476	48,469
Sub-Total	13,075	802,970
MI Choice Waiver	1,748	1,319,337
Project CHOICE (Care Management)	277	19,426
Veterans Administration HCBS	9	13,556
Nursing Facility Transition Services	25	N/A
Sub-Total	2,059	1,352,319
MI Health Link	3,645	1,588,058
Sub-Total	3,645	1,588,058
GRAND TOTAL	77,344	3,879,761

For more details on specific programs, service provider agencies, purchase of service providers and contributions, please visit our DAAA website:

DetroitSeniorSolution.org



* The number of clients detailed is a duplicated count.

** The majority of units are based on one hour of service, one meal, or one I&A contact.

Detroit Area Agency on Aging

Statement of Revenues & Expenditures
October 1, 2016 - September 30, 2017

Public Support & Revenue

Federal Funds	\$25,702,754	35.9%
State Funds	14,410,401	20.2%
Private Contributions	264,093	0.4%
Other Local Funds	511,083	0.7%
In-Kind & Program Income	28,873,195	40.3%
MI Health Link/Care Transitions	1,817,410	2.5%

Total Revenue **\$71,578,936** **100.0%**

Expenditures

AAA Administration	\$453,353	0.7%
Supportive Services*	4,149,734	6.1%
Nutrition **	4,469,725	6.5%
Michigan Health Link	27,682,612	40.4%
Senior Employment & Training	829,899	1.2%
Medicare Medicaid Assistance Program	238,933	0.3%
Nursing Facility Transition Services	86,042	0.1%
Care Management	758,424	1.1%
Michigan Choice Elderly & Disabled Waiver	29,388,088	42.9%
Veterans Home & Community Based Services	252,665	0.4%
Other	241,759	0.4%

Total Expenditures **\$68,551,234** **100.0%**

Excess Revenue over Expenditures **\$3,027,782**

*Supportive Services include Home Care Assistance, Adult Day Care, Information & Assistance, Outreach & Assistance, Respite Care, etc.

**Nutrition includes Home Delivered Meals, Congregate Meals and Holiday Meals on Wheels Programs as well as the Wayne County Veterans Meal Program.

Fund Development

In 2016, the DAAA raised over **\$425,000** to support the Detroit Meals on Wheels (DMOW) program through the following activities:

*Holiday Card Campaign.....	\$137,421
*DMOW Annual Golf Tournament.....	\$86,686
*DMOW 10th Annual Summer Cruise.....	\$83,029
*Fund Development.....	\$124,708

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