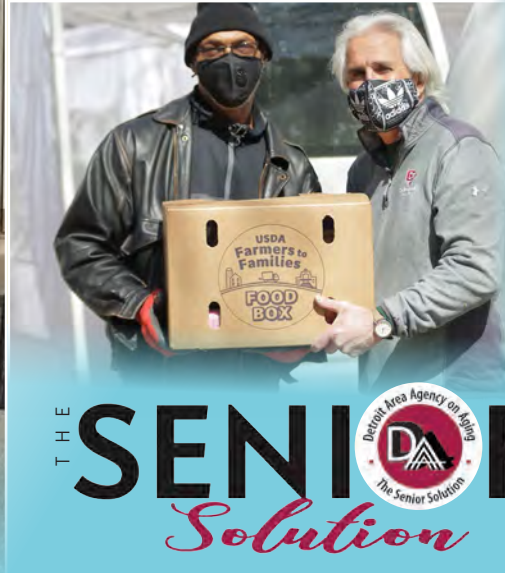


FRONTLINE IMPACT

AN ABUNDANCE OF TEAMWORK



2019-2020
ANNUAL REPORT

THE **SENIOR** Solution



Frontline Experience



Wayne W. Bradley, Sr., *Chairman of the Board*

The 40-year history of the Detroit Area Agency on Aging details a remarkable track record for meeting the needs of older people as they age. We never expected to battle a deadly virus this past year, and yet we continued to provide services, never closing our doors. The truth is, we have always known what it means to be on the frontlines. We've been advocating for and providing home and community-based services since we were founded.

What has changed is our nimbleness. The agency has honed its ability to pivot and meet the most pressing needs head-on. We have served the most vulnerable in our community with commitment and compassion to ensure their comfort and security. And now we have learned that vulnerability touches all older adults when quarantines replace face-to-face meetings, and

masks and distancing prevent hugs.

Over our history, we tested different models of delivering health and wellness programs with health systems, recreation centers and senior centers. Today, four neighborhood hubs are Community Wellness Service Centers that began with in-person programs and now deliver virtual programming via Zoom. The new normal will be both, offering older adults what they want and need: Choice, independence, and an improved quality of life. We will work hard to recover from the pandemic, and fortunately we have the frontline track record to make it happen.



Our Mission: *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.*

Frontline Impact



Ronald S. Taylor, *President & Chief Executive Officer*

We may have been frightened by COVID-19, but we moved from an abundance of caution to an abundance of impact. We knew the principles of emergency preparedness, and we quickly put them to work. Team members left the office to work at home, equipped with agency telephones and laptop computers to never miss a beat.

Coming together is how we fought the pandemic. Prevented from in-home visits, we made thousands of wellness calls and frequent check-ins by nurses and social workers to ensure the well-being of our constituents. With community-wide partners and charitable contributions during the pandemic, we served three times as many individuals.

We locked arms with distributors like Gleaners Food Bank so people would not go without food. Support from Ford Motor Company Fund and DTE Foundation saved the Thanksgiving and Christmas holiday meal deliveries. And the airline catering company Gate Gourmet provided meals and snacks that would have gone unused. TRIO Community Foods and the Community Wellness Service Centers we partner with ensured meals were available and provided to any senior who wanted one. The spirit of service, giving, and general goodwill from diverse partners was unparalleled among multiple civic organizations and community stakeholders.

Yet, our impact would not have been felt without the unbelievable passion and commitment of our Frontline Team members — employees of DAAA and our partner agencies. Collectively, they ensured that our constituents received the necessary community-based services to remain in their homes. They broke through the social isolation and loneliness of others with their care and compassion. Our sincere and deepest sense of appreciation goes out to everyone who served seniors this past year. You showed us what Servant Leadership is all about.

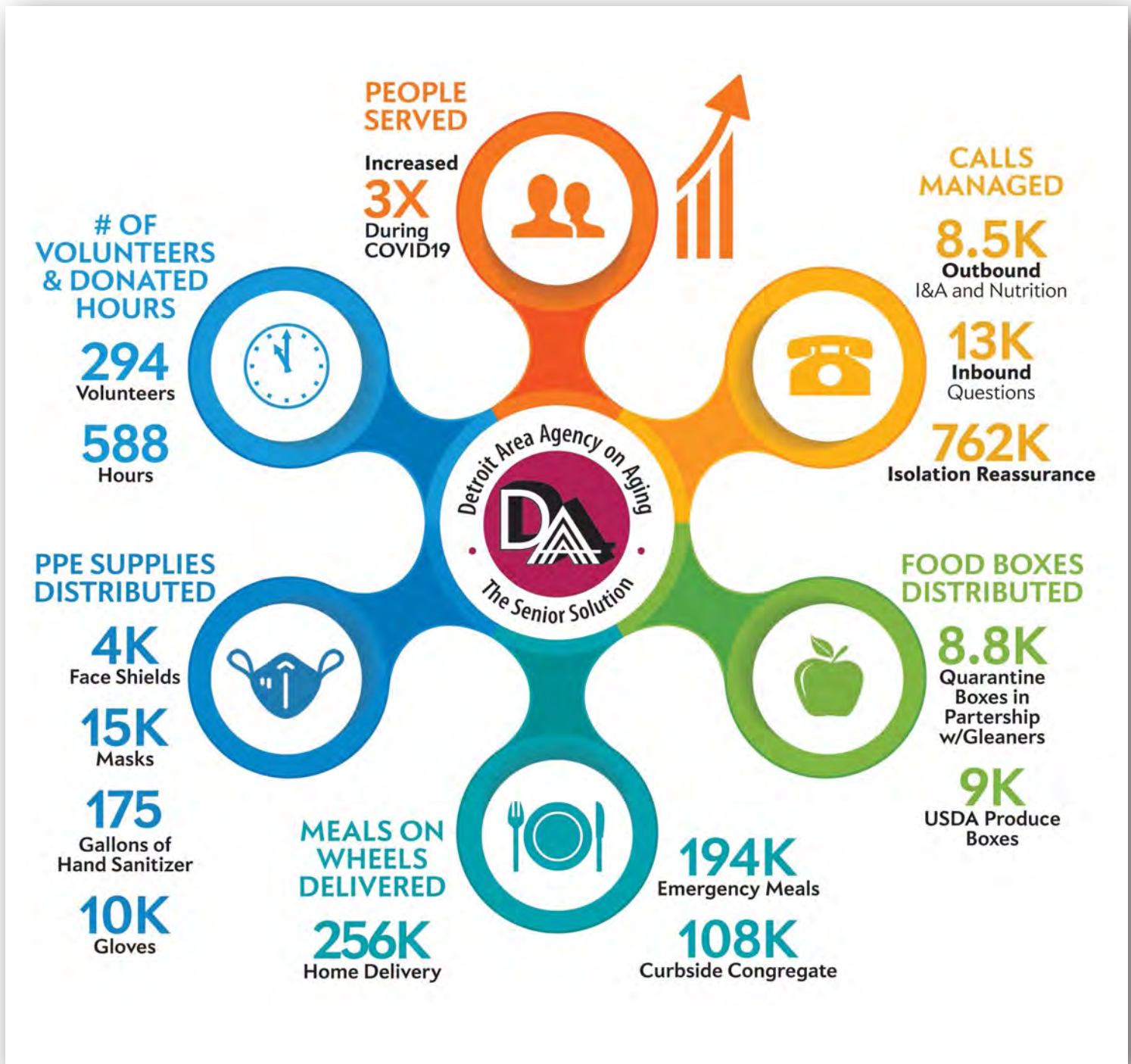


COVID-19: We Respond with Impact

A Snapshot of Our Servant Leaders in Action

The graphic below provides insight into our quick pivot and delivery of services at the onset of COVID-19. Each number and area represent a touch point in the lives of seniors in need when the world stopped to quarantine.

The Detroit Area Agency on Aging is forever grateful for each and every provider, volunteer, supporter and community partner that knew we are stronger and better when we are together.





Community Profile

No one knows older adults like the Detroit Area Agency on Aging

Culturally Diverse

Close to 74% of our older adults are African American, 22% Caucasian, 2% Latinx and 2% Other Race/More Than One.

High Poverty Rate

About 1 in 5 older adults in our region live in poverty, more than double the state rate.

Live Alone

1-in-3 older adults (age 65+) in our region live alone.

Chronic Illness

89% or approximately 135,000 older adults residing in our region have at least one chronic illness.

Over one-third (39%) or close to 60,000 older adults in our region have 3 or more chronic illnesses such as hypertension, arthritis, heart disease, stroke and diabetes

Elderly Caregivers

38% of Caregivers are 60+ years old.

Digital Connections

51% of our older adults have Broadband Internet and 42% have smart-phones

High Death Rates

The death for older adults in our region, for the ages 50-59, is 122% higher in comparison to those age 50-59 in the rest of the State of Michigan and is 48% higher for ages 60-74



Success Came with Love



Finding Solutions Together

Conquering COVID-19 through teamwork & determination

Success Came with Great Partners:

State of Michigan

Department of Health
& Human Services

Aging and Adult
Services Agency

Wayne County

City of Detroit

The Isaiah Project

World Medical Relief

Numerous Faith-Based
Organizations and
Congregations

United Way of Southeastern
Michigan

Ford Motor Company

DTE Energy

National Area Agencies on Aging Association

Michigan Area Agencies on Aging Association

Gleaners Food Bank

Gate Gourmet Food Service

TRIO Community Meals

St. Patrick Senior Center

Neighborhood Service Organization

LASED

The Helm



Success Came with Resiliency, plus:

Accountability

Bravery, Benevolence

Commitment, Coordination,
Continuity, Creativity,
Can-Do Attitude

Timely Deliveries, Disposable
Gloves, Meeting Demands

Emergency Goods,
Energetic Responses

Frontline Responsiveness,
Food First, Face Shields

Guidance, Grocery Shopping,
Gloves

Hand Sanitizer, Healthcare

Innovation, Impact,
Incontinence Supplies

And so much more ...

From Leadership,
Love, Logistics, Masks,
and Meal Boxes to
Prescription Pick-Ups,
Personal Protection
Equipment, and
Quarantine Boxes





A Salute to Service Providers: **Our Frontline Heroes During COVID-19**

Service providers are our most important partners in maintaining the wellbeing of homebound seniors. To mark our 40th Anniversary, the Detroit Area Agency on Aging salutes the Unsung Heroes in our network who never stopped their essential work to serve seniors and adults with disabilities in our region. They were on the frontlines of the COVID-19 pandemic with can-do perseverance. Many faced unexpected challenges to bring care, comfort and connection to some of the most vulnerable adults in our community. Always, they demonstrated dedication and commitment with these attributes:

Experience

Direct care provided by over 100 provider organizations, all in health-related fields. Trained to meet the medical, behavioral, transitional housing, nutrition, social, transportation, and specialty needs of the people we serve.

Readiness for COVID-19

Through weekly virtual meetings with City of Detroit health administrators, providers stayed abreast of the changing protocols affecting family caregivers and those in the direct care workforce.

Quality Results

Our providers score high in healthcare and safety metrics with positive marks and continuous improvement.

Trusted Service

Four decades of loyalty and focused attention to senior care and the needs of adults living with disabilities.



You are Unsung Heroes! We are forever grateful for your service!



All direct care workers in DAAA's provider network were saluted during the FY2019-2020 Annual Meeting, represented by these four individuals whose service was deemed exemplary. Left to right: **Willie Bell**, ADDUS HomeCare; **Kimberly Brown**, Maka Group Home; **Michael Lindsay**, TRIO Community Meals; **Jami Whitfield**, Franklin Wright Settlement.

We commend your hard work
We recognize your sacrifices
We honor your compassion



Our Year in Review

October 1, 2019 – September 30, 2020

Senior Telehealth Connect

Funding to plan and implement Senior Telehealth Connect came from a Michigan Health Endowment Fund grant of \$50,000 — a virtual clinic to monitor the health and wellbeing of its users with easy-to-use telehealth technology.

The service will be available to older adults with two or more chronic conditions through DAAA and its partnership with Michigan-based Behavioral Health Associates. The regular monitoring of vital signs will keep patients connected to healthcare professionals, reducing the number of medical office and emergency room visits. For disabled adults who require special transport, travel for regular monitoring is eliminated with the digital technology. Over 200 interested individuals were identified to pilot the program.



Passport to Health

Sherril Cummings had just retired when she joined St. Patrick Senior Center, finally able to meet new friends and stay active. Through Passport to Health, a wellness program funded by the Michigan Health Endowment Fund, student nurses monitored her vital signs and provided health assessments that led to a 50+ pound weight loss — exactly what Sherril's doctor had hoped for during her office visits. With regular exercise and better eating habits, Sherril is now

Continued on page 8



Our Year in Review

Continued from page 7

slimmer, healthier and happier. She sings in two choirs and volunteers in St. Pat's kitchen, capitalizing on her 30 years in food service. She also sings the praises of a healthier lifestyle.

Community Conversations & Data: A Vision for 2021-2025 Begins

A cross section of over 400 participants from DAAA's service area helped identify the current needs of older adults in our region through community needs assessment, listening sessions, interviews with homebound seniors, and an online stakeholder survey. Using an environmental scanning process, the research team, led by Faith Hopp, PhD, Wayne State University-School of Social Work, identified service gaps to inform the development of DAAA's strategic plan. In additions, DAAA's Planning Team worked with The Center for Community Solutions on a Regional Profile.

Third Edition of DAAA Report Informs Stakeholders

The 2020 edition of *Dying Before Their Time* reported that older Detroiters have a premature death rate 2 to 2.5 times greater than that of older adults in the remainder of the state. It was the third time DAAA commissioned Dr. Herbert Smitherman and a research team at Wayne State University School of Medicine for up-to-date answers about the disproportionate number of people of color who were dying prematurely. It was DAAA's retired CEO Paul Bridgewater who commissioned the research over 20 years that continues to inform health and community professionals on the need to address all of the social and economic determinants of health to ultimately reduce premature deaths.



Rx for Wordsmiths

Within two months of the coronavirus pandemic, DAAA Team members were reporting on how "stay at home" orders were triggering restlessness among many older adults who were accustomed to more social contacts and activities.



Their remedy was a custom 40-page booklet of puzzles and word games — all focused on our agency, health and wellness, senior safety, and Medicare basics. The unexpected theme and challenging games warmed the hearts and stimulated the minds of thousands of seniors who welcomed the contributions from all DAAA departments. For DAAA, it was a labor of love — the right prescription to offset the isolation of COVID-19.

Elder Abuse Prevention

Detroit Public Schools, Wayne County Community College District, Wayne State University and other community stakeholders

were part of DAAA's Elder Abuse Prevention-in-Action Project – Youth and Teen Edition. This innovative, intergenerational initiative engaged educators and youth groups at schools, service clubs, and faith/community-based organizations in elder abuse identification and prevention — educating over 300 individuals. A Community Conversation on World Elder Abuse Awareness Day in June 2020 featured Wayne County Prosecutor Kym Worthy, reaching the general public. This was the fourth consecutive year in





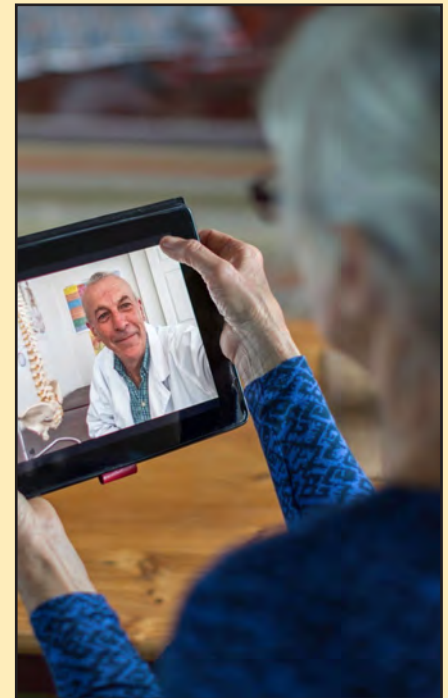
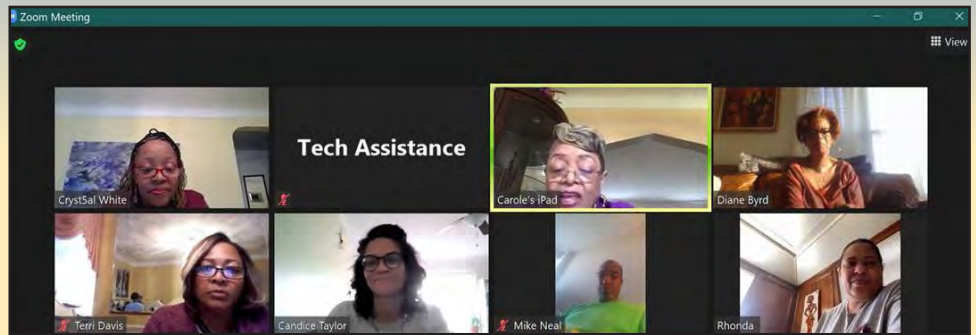
partnership with the Aging and Adult Services Agency to raise awareness of elder abuse in our region. All of the training materials are available online at www.DetroitSeniorSolution.org.

Our Vaccine: Bridging the Digital Divide

The strategic use of technology kept DAAA operational throughout the pandemic, avoiding the shutdowns experienced by other organizations in the early weeks and months of COVID-19. Team members were deployed to work from home and equipped with office phones. All live calls continued. The Zoom video conferencing platform increased from a few meetings a month to multiple daily meetings. Social workers and nurses could check on constituents with video calls when in-person visits were suspended. Internally, the transition from paper to electronic-based processes was a major operational efficiency. And upgrades to our security software, a new IT remote support platform, and the adoption of cloud technology further strengthened the agency infrastructure to fulfill our mission.

Distance Learning: Technology Training Corps

To tackle the digital divide and increase learning opportunities for older adults, DAAA worked with WSU School of Medicine students to create a Technology Training Academy accessible online via YouTube and other social media outlets. Learning videos can be downloaded by our Community Wellness Service Centers, aging network partners, and the general public. Topics cover everything from the ABCs of Facebook, accessing iPhone hotspots, managing chronic conditions like diabetes, falls prevention, internet safety, and Zoom tutorials. Available in English and Spanish.



Sharing Technical Know-How

Seniors like Burt Carr helped, too — right in his Detroit apartment building, 8330 On the River. Burt first shared his tech experience by helping fellow residents set up email accounts on computers and digital notebooks. When space was available, he suggested a computer lab, which he offered to supervise. And now, after several staff positions, Burt is the Acting Community Impact Director, a true servant leader, who still volunteers to introduce older adults to the internet.

Your Impact

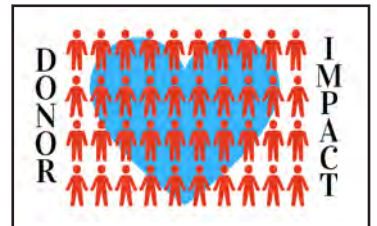
Thanks to the generous support of donors, DAAA delivered care and meals to thousands of seniors impacted during COVID-19. Now more than ever, DAAA is committed to keeping older adults connected to our programs and services. DAAA is grateful to have supporters who helped us deepen commitments throughout our region and serve the most vulnerable during the pandemic.

The impact of many helped us provide emergency services, home-delivered meals, quarantine food boxes, access to transportation, PPE supplies, and much more. DAAA never stopped serving seniors and those living with a disability.

Thank you to every donor and supporter for helping us be the “Senior Solution” to over 150,000 older adults this past year. We want everyone to know the impact of each invest-



ment that made a difference in the lives of seniors and their families living in all nine of the cities we serve. And for this, we are grateful.



We remain hopeful knowing your support has allowed us to keep older adults safe and connected. There's still work to be done and with your continued support during these challenging times, DAAA believes we are stronger together.

FY 2019-2020 – Donations

\$100,000+

United Way of Southeastern Michigan

\$50,000 - \$99,999

DTE Foundation

Ford Motor Company Fund

Say Detroit/Mitch Albom Charities

Quicken Loans Community Fund

\$20,000 - \$49,999

The Community Foundation for
Southeastern Michigan

The Meals on Wheels America
COVID-19 Response

\$5,000 - \$19,999

Comerica Bank

FHLB of Indiana

Fifth Third Bank

Here to Help Foundation

GM Club

Life for Relief and Development

Mercedes-Benz Financial Services

M. Klein Associates, Inc.





Detroit Area Agency on Aging

Our 40~Year History

1980~2020



Since 1980, the Detroit Area Agency on Aging has provided services in Detroit and eight surrounding communities: Hamtramck, Harper Woods, Highland Park and the five Grosse Pointes.



We serve the largest and most diverse minority population of older adults in Michigan.



Our backbone is the delivery of home and community-based supports and services for seniors and adults living with physical disabilities.



Detroit Meals on Wheels is one of the largest home-delivered meal programs in the U.S.



We were the first agency of our type to service Medicare recipients living with diabetes.



DAAA has been part of the Centers for Medicare and Medicaid Services initiative to pilot cost and process efficiencies through MI Health Link — the network of Integrated Care Organizations to better serve people with the overlapping services of both Medicare and Medicaid.



We were among the first Area Agencies on Aging to introduce free health and wellness programming to our constituents.

**We believe Social Care + Health Care =
Value-Based Care**

We are The Senior Solution!





Detroit Area Agency on Aging Our 40~Year History

1980s

In this decade, many of the parents who gave birth to Baby Boomers would depend on support services to remain in their homes. Among social service agencies, DAAA's influence grew as the go-to destination for all issues related to aging.

1980: DAAA was established with 12 employees and an \$8.4 million budget.

1986: Paul Bridgewater was named the agency's first President and CEO.

1988: Holiday Meals on Wheels Campaign Kick-Off: Private contributions were raised to provide meals on four major holidays not supported by federal funds, with meals delivered by volunteers. Rosa Parks, Mother of the Civil Rights Movement, chaired the campaign, and was featured in a story on NBC's Today Show with Jane Pauley.

1990s

People turning 65 in 1990 were born during The Great Depression. At the federal level, the need for more commu-



nity-based issues was an imperative. The size of Detroit's aging population called attention to housing and transportation issues, in addition to home care that was on center stage.

1992: Project Choice began. It was the forerunner to MI Choice Waiver, the care management program providing support to Medicaid beneficiaries.

1997: DAAA received \$6.1 million to operate two Detroit Empowerment Zone projects through 2005.

1998: Through MI Choice, eligible adults who meet income and asset criteria can receive Medicaid-covered services like those provided by nursing homes, but can stay in their own home or another residential setting.





2000s

People turning 65 in 2000 were born in 1935, and many without pensions relied solely on Social Security benefits for income. The Own Your Future campaign in Michigan promoted the need for long-term care planning. Research reports commissioned by DAAA propelled the agency to move beyond the social service domain to include health services as well. Combating chronic diseases would be included in the agency's service and delivery plans.

2001: Senior Solution Radio Show was launched with host Paul Bridgewater.

2002: Grandparents Raising Grandchildren Committee was established with Juanita Bridgewater as chair.

2003-2004: The Dying Before Their Time campaign was implemented, based on award-winning research report.

2004: DAAA released the report, *Least Among Us: An Analysis of Medicaid-Intensive Nursing Homes in Detroit*; and the Nursing Facility Transition Initiative was launched.



2005: Project FRESH began to make fresh fruits and vegetables available for seniors.

2006: A pilot program established Detroit/Wayne County Long Term Care Connection with \$13.7 million grant; and the first evidence-based programs began, including Active for Life.

2008: Senate Bill 170 supported grandparents raising grandchildren, and DAAA's first Kinship Care Conference was held.

2009: DAAA was one of 10 agencies funded for a Detroit Economic Security Service Center; and DAAA launched its Nursing Facility Enhancement Project with a 150-member Long-Term Care Task Force.

2010s

In 2011, the first Baby Boomers turned 65. As they cared for aging parents, they would also realize their growing need for more services as they aged.

2015: MI Health Link was launched with five Integrated Care Organizations, one of the few pilot programs in Michigan to maximize resources and services for people with both Medicare and Medicaid.

2017: DAAA established four Community Wellness Service Centers with health and wellness programming available at four neighborhood sites in the region.

2018: Ronald S. Taylor succeeds Paul Bridgewater as President and CEO.





Celebrating 40 Years ... Our Foundation

Congress passed the Older Americans Act (OAA) in 1965 in response to concern by policymakers about a lack of community social services for older persons. The original legislation established authority for grants to states for community planning and social services research and development projects, and personnel training in the field of aging. The law also established the Administration on Aging to administer the newly created grant programs and to serve as the federal point on matters concerning older adults. This office is now called the Administration for Community Living.

The OAA is considered to be a major vehicle for the organization and delivery of social and nutrition services to older adults and their caregivers. It authorizes a wide array of service programs through a national network that includes 622 Area Agencies on Aging—established by an OAA amendment in 1973. DAAA was founded in 1980.



Our Advocacy

With every decade, the region covered by Detroit Area Agency on Aging was often a major catalyst for policy changes. The 2006 reauthorization of the Older Americans Act called for resources to implement consumer-centered and cost effective long-term care strategies. Many of them were piloted by the Detroit Area Agency on Aging. Gone were the days when families intended to bring elders into their homes. Instead, families grew smaller, adult children moved further away, and elders began to live longer. The caregiving burden grew. And the need for in-home supports and services grew...and continues to grow. Bridgewater was the visionary who responded with initiatives that built a solid foundation for the future.





Our Future... Our Quest for Equity

Recovery from COVID-19

Hope for the Future

From an abundance of caution to an abundance of impact, DAAA is addressing the deep-seated effects of ageism, sexism and racism on older adults.

We will work with community stakeholders across disciplines to:

- Improve access to healthcare
- Increase attention to preventive care
- Combat loneliness and social isolation
- Promote healthier lifestyles
- Identify new resources for family caregivers
- Build support and advocacy for direct care workers
- Grow resources for home & community-based services
- Expand access and reduce waitlists for key programs
- Reduce the digital divide with more internet and broadband service
- Mobilize support for home repair programs
- Create stronger family and intergenerational connections

Our goal is not just a “new normal.” We will work to foster choice, extend longevity, and create hopeful tomorrows, day by day.





Servant Leadership at Work

Ms. V was in the hospital for heart-related issues when she needed a battery replacement for her pacemaker, implanted in 2012 — a common surgery covered by Medicare. Her insurance plan first approved the procedure on June 13, 2020; and two days later, she received a denial notice. Without insurance, it could cost upwards of \$37,000. Concerned, Ms. V called MMAP.



The call was “business as usual,” but not typical as **Donna Shellman** would explain. Donna is Regional Coordinator/Director, Medicare/Medicaid Assistance Program (MMAP), and it took two hours of investigation with three people in the insurance chain for her to help identify the problem. Donna was armed with determination and a knowledge of Medicare Part B coverage not required of all medical billers, and she solved the problem. The denial was triggered because the doctor wrote the order for an in-patient procedure instead of an out-patient one. On June 24, Ms. V’s pacemaker battery was replaced, and the quality service from MMAP probably saved her life.

At age 62, **Adrienne Eubanks** has had guardianship of her 9-year-old granddaughter since she was 22 months old, with no breaks from her 30+-year career in nutrition services. She knew the work of DAAA primarily through our outreach. When she needed resources for her mother, who was living with dementia, she called DAAA. That’s when she enrolled in the class, Creating Confident Caregivers. Then, through a personalized self-care assessment, she was connected to additional resources and support groups. The unexpected gift of a Chromebook filled a void to help both Ms. Eubanks and her school-age granddaughter navigate their lives at home during the pandemic. With her faith and the self-care that is critical for caregivers, Adrienne Eubanks remains



independent and productive, always referring others to the resources that will enable them to ultimately help themselves.

Guadalupe (Lupe) Lara knows that services to older adults cannot stop, even when an agency’s doors are closed. She is the Director of Southwest Detroit’s LASED Senior Wellness Center, one of the Commu-

nity Wellness Service Centers supported by DAAA. LASED is a lifeline for seniors like **Orlando Romero**, 69 — many of whom speak only Spanish. Mr. Romero, originally from Cuba, lives alone. He had been an active member of LASED who needed few services until the day he had trouble breathing. The first EMS team to arrive didn’t believe he needed to be hospitalized. But when Mr. Romero reached out to Lupe, as everyone calls her, EMS returned and he was off to the hospital with pneumonia, embarking on a two-week journey with COVID-19 — the virus that Lupe would contract some months later. More than a LASED member, Mr. Romero now volunteers, referring seniors to LASED’s walk-in clinic, and helping with grocery shopping and prescription deliveries — and often on his bike!

87,540 People Received DAAA Services

Serving Detroit, Hamtramck, Harper Woods, Highland Park and the five Grosse Pointes
(some clients may be counted in more than one category)



70,973 People are Stronger with
SUPPORTIVE SERVICES



11,500 People are Healthier with
LIQUID NUTRITION & MEALS



5,067 People are more Independent with
LONG-TERM CARE SUPPORTIVE SERVICES

FY 2019-2020

SERVICE CATEGORY	# of Clients	# of Units**
Supportive Services:		
Assistance to the Hearing Impaired & Deaf	N/A	N/A
Adult Day Services	117	11,114
Caregiver Education, Support & Training	568	767
Elder Abuse Prevention	368	491
Kinship Support Services	75	1,371
Legal Assistance	551	2,286
Mature Workers Program	71	N/A
Outreach & Assistance	1,049	7,638
Respite Care Services	3	60
Vision Services	612	401
Community Wellness Service Center		
Community Navigator	5,918	9,010
Transportation	586	14,623
Senior Center Operation	8,459	13,965
Senior Center Staffing	8,261	21,145
Disease Prevention/Health Promotion	3,589	15,138
Caregiver Education, Support & Training	N/A	N/A
DAAA Long-Term Care Ombudsman	1,458	2,851
DAAA Information & Assistance	29,866	6,797
DAAA Outreach	8,766	2,701
DAAA Health & Wellness	656	2,266
Transportation	N/A	N/A
Sub-Total	70,973	112,623

Nutrition:		
Congregate Meals	1,802	106,455
Home Delivered Meals	3,424	626,419
Holiday Meals on Wheels	5,500	11,000
Wayne County Veterans Meals	68	14,787
Friends of Detroit Meals on Wheels	34	5,889
NSIP	672	63,973
Sub-Total	11,500	828,523

Long-Term Care Clinical Services:		
MI Choice Waiver	1,654	110,261
Project Choice (Care Management)	287	43,153
Veterans Administration HCBS	73	56,844
Nursing Facility Transition Services	182	506
MI Health Link	2,871	975,616
Sub-Total	5,067	1,186,380

Grand Total 87,540 2,127,526



Grants in Progress

FY 2019-2020

To address community needs and service gaps, DAAA's Planning and Program Development Division administered grants totaling \$1,029,215:

Coordinated Food Delivery Consortium - \$100,000



In partnership with the Detroit Food Council, this two-year Michigan Health Endowment Fund grant addresses food insecurity among key organizations that provide nutrition programs to older adults in Southeast Michigan. Capitalizing on lessons learned from COVID-19 emergency

responses, the Consortium will develop a road map for coordinating food delivery, emergency response, nutrition and wellness education as well as public policy and advocacy to have improved, sometimes life-saving, community impact.

Senior Telehealth Connect - \$50,000



This initiative launches a virtual health clinic to address the health needs of older adults with two or more

chronic illnesses through the use of technology. Health care services will be initially paid for through Medicare. This grant, awarded through the Michigan Health Endowment Fund, is leveraging DAAA's investment to make the new program a reality.

Food and Friendship Connections - \$486,272



Thanks to Michigan Department of Health and Human Services/ Aging and Adult Services Agency, this two-year grant establishes a program for older Detroiters living with HIV —

one of two pilot projects in Michigan to make hot or frozen meals, liquid nutrition, transportation, peer support coordination, social networking and educational opportunities available to this vulnerable population. Partners include Wayne State University School of Medicine, TRIO Community Services, Precise Home Health Care and Advanced Transportation.

Passport to Health - \$225,000



This two-year \$500,000 Michigan Health Endowment Fund grant has enabled nearly 200 older adults to make lifestyle

behavioral changes to improve their health at St. Patrick Senior Center and Neighborhood Service Organization (NSO) Northwest Wellness Center thanks to two health coaches and 160 nursing students from Madonna University, Michigan State University and Wayne State University. Participants established SMART goals focused on their health. After quarterly assessments, they earned incentives for making positive health choices.

Inclusive Health Care - \$157,943



The third edition of the *Dying Before Their Time* research study spearheaded discussions to better coordinate and integrate organizations that provide services tied to the social determinants of health in order to prevent premature death. This planning grant is bringing together public and private partners to do just that, as

well as discovering ways to link older residents and service providers to technology, high-speed internet connections, and training. Major partners are AARP Michigan and Michigan Public Health Institute, with the grant from Michigan Health Endowment Fund.

Emergency Grocery Shopping - \$10,000



This grant from Fifth Third Bank supplemented DAAA funding for emergency grocery shopping to quarantined older adults due to the COVID-19 pandemic. This new program was created to provide older adults with monthly groceries, incontinent supplies and/or prescrip-

tions delivered by staff or volunteers through four Community Wellness Service Centers. The program has grown from a handful of seniors to serving over 160 households.



Detroit Area Agency on Aging

STATEMENT OF REVENUES & EXPENDITURES

OCTOBER 1, 2019 - SEPTEMBER 30, 2020

Numbers rounded

PUBLIC SUPPORT & REVENUE		
Federal Funds	\$ 30,414,910	44.03%
State Funds	17,307,153	25.05%
Private Contributions	482,714	0.70%
MI Health Link	19,099,903	27.65%
Other Funds	328,909	0.48%
In-Kind & Program Income	1,449,154	2.10%
Total Revenue	\$69,082,743	100.00%
EXPENDITURES		
AAA Administration	\$ 431,367	0.64%
Supportive Services *	4,007,563	5.99%
Nutrition **	5,857,397	8.75%
Michigan Health Link	19,641,404	29.35%
Senior Employment and Training	710,056	1.06%
Medicare Medicaid Assistance Program	176,913	0.26%
Nursing Facility Transition Services	214,379	0.32%
Care Management	799,734	1.19%
Michigan Choice Elderly & Disabled Waiver	33,536,602	50.11%
Veterans Home and Community Based Services	1,120,414	1.67%
Other	433,624	0.65%
Total Expenditures	\$66,929,453	100.00%
Excess Revenue over Expenditures	\$ 2,153,290	

* Supportive Services include Home Care Assistance, Adult Day Care, Information and Assistance, Outreach and 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.

Independent Auditor's Report

Dated January 19, 2021

Issued by Maner, Costerisan PC, Certified Public Accountants • See report at www.DetroitSeniorSolution.com

Auditor's Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Detroit Area Agency on Aging as of September 30, 2020, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.



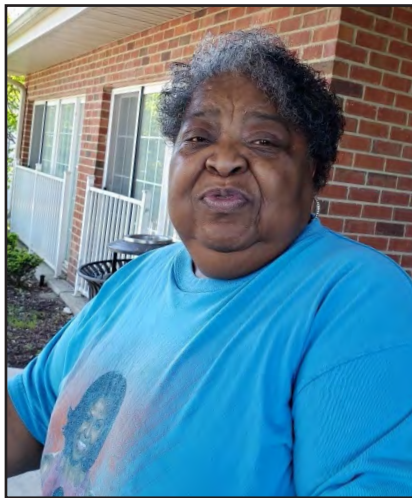
Consumer Advisory Council Targets Community Needs

The Detroit Area Agency on Aging relies on feedback from our active Consumer Advisory Council — a group that has expanded with virtual programming. Zoom meetings provided a coronavirus-friendly way to help maintain and expand services, while addressing the overall safety and well-being of those enrolled in DAAA programs. Those participating all receive services from DAAA through the MI Choice Waiver Program. Members are now selecting topics, including social isolation, adherence to the Centers of Disease Control and Prevention guidelines, identity protection and various chronic diseases and their management strategies. Participants also reflect on the impact of social determinants of health, as well as the immediate steps they can take to adopt healthier lifestyles, including enrollment in evidenced-based education.



Advisory Council Member Cassandra Davis

Cassandra Davis has had major health concerns since back surgery 12 years ago. Living alone during her six months of recovery, she depended on home care provided by DAAA. Since then, resources and information from DAAA have helped her address other health challenges too, especially COPD. And Ms. Davis shares what she learns. She's known to all in her apartment building, where she celebrates being a "seasoned" citizen. When it comes to finding help, she is respected for the knowledge she gains through DAAA.



Advisory Council Member Linda Turner

For Linda Turner, everyone getting close to retirement age needs to know and understand the benefits available to them as they age. To her, understanding medical insurance is as important as knowing what transportation is available when you can no longer drive. Her own recovery from hip replacement still triggers her search for ride share programs in metro Detroit. And her advocacy, developed on the Advisory Council, continues her search to help others.





Solutions for Independent Living: Our Model of Service

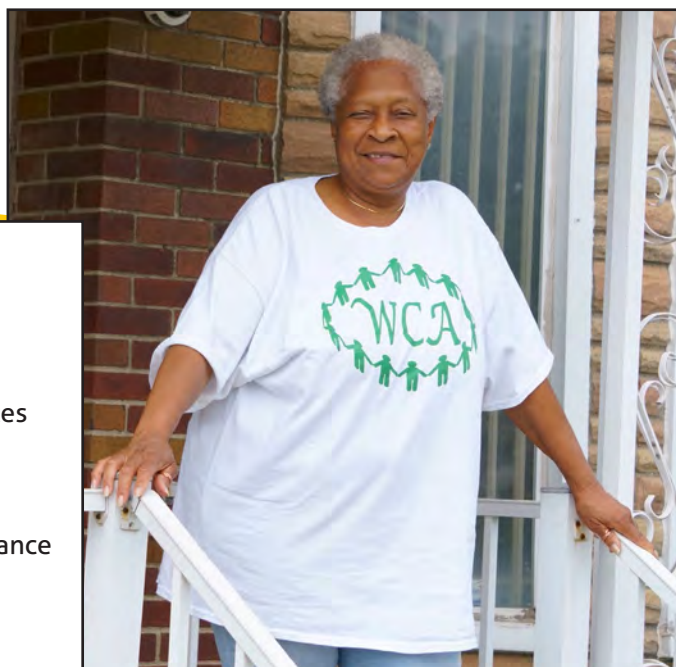
A portfolio of assistance, enabling people to live independently in the community of their choice, and for as long as they are able. Connections begin with one call for Information & Assistance to 313/446-4444. More on our website: DetroitSeniorSolution.org

Long-Term Care Supports

- Adult Day Services
- Chore Services
- Community Living Support
- Community Support Services
- Community Transportation
- Environmental Home Modifications
- Homemaker Services
- Long Term Care Ombudsman
- Medical Equipment & Supplies
- Non-Medical/Non-Emergency Transportation
- Nursing Facility Transition Services
- Personal Care Services
- Personal Emergency Response Systems
- Respiratory Care

Community Living Supports

- Caregiver Education, Support and Training
- Deaf and Hearing Services
- Elder Abuse Prevention
- Fiscal Intermediary
- Hearing Impaired Assistance
- Legal Assistance
- Respite Care Services
- Senior Community Service Employment Program
- Telehealth
- Vision Services



Food and Nutrition Supports

- Congregate Meals
- Nutrition Education
- Home-Delivered Meals
- Emergency Meal Referrals

Health & Wellbeing Programs

- Fall prevention
- EnhanceFitness®
- Walk with Ease for arthritis
- Tai Chi
- Chronic disease management

Community Wellness Service Centers

The Detroit Area Agency on Aging supports health and wellness at these neighborhood hubs with numerous programs and activities

1

NSO – Northwest Wellness Center
18100 Meyers Rd. Detroit, MI 48235
313-397-8227

2

LA SED Senior Wellness Center
7150 W. Vernor Hwy. Detroit, MI 48209
313-841-8840

3

St. Patrick Senior Center
58 Parsons St. Detroit, MI 48201
313-833-7080

4

The Helm at the Boll Life Center
158 Ridge Rd. Grosse Pointe Farms, MI 48236
313-882-9600



We Know This Community

For over a century, Southeast Michigan has been known as a mecca for people of all colors, creeds and cultures who first came here for jobs in the auto industry. Families grew, and each generation has wanted to live independently in their homes as long as they are able. We're here to make that happen. And we want to see old neighborhoods become new again.

In partnership with the Center for Community Solutions, DAAA is developing a Regional Profile of our planning and service area. It will include demographic data, population statistics, geographic shifts of the population, information about housing, poverty, racial disparities and health status and computer literacy. With this ammunition, we hope create powerful solutions to the housing, transportation and safety issues of most concern to older adults — all in collaboration with strong community partners.

In the process, our commitment to cultural sensitivity, diversity, equity and inclusion will be unwavering. We are building cultural competencies within our Team of some 130 employees. And we are committed to reducing the disparities in our society that have been fueled by systemic racism.

We advocate for approximately 150,000 individuals age 60 and over in our service area. We know their needs like no other organization.

We are here to serve. We are The Senior Solution!





Communities Served by DAAA

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

DETROIT

Size: 142.9 sq. miles 2019 Population: 674,841
Mayor Mike Duggan 60+ Population: 128,904
www.detroitmi.org 313-224-3400

HAMTRAMCK

Size: 2.1 sq. miles 2019 Population: 21,822
Mayor Karen Majewski 60+ Population: 2,597
www.hamtramck.us 313-800-5233

HARPER WOODS

Size: 2.629 sq. miles 2019 Population: 13,895
Mayor Valerie Kindle 60+ Population: 2,591
www.harperwoodscity.org 313-343-2500

HIGHLAND PARK

Size: 2.97 sq. miles 2019 Population: 10,867
Mayor Hubert Yopp 60+ Population: 2,616
www.highlandparkmi.gov 313-252-0050

GROSSE POINTE

Size: 2.25 sq. miles 2019 Population: 5,206
Mayor Sheila Tomkowiak 60+ Population: 1,409
www.grossepointecity.org 313-885-5800

GROSSE POINTE FARMS

Size: 12.33 sq. miles 2019 Population: 9,168
Mayor Louis Theros 60+ Population: 2,254
www.grossepointefarms.org 313-885-6600

GROSSE POINTE PARK

Size: 3.71 sq. miles 2019 Population: 11,153
Mayor Palmer Heenen 60+ Population: 2,547
www.grossepointepark.org 313-822-6200

GROSSE POINTE SHORES

Size: 19.08 sq. miles 2019 Population: 2,767
Mayor Thaddeus J. Kedzierski 60+ Population: 970
www.gpshores.gov 313/881-6565

GROSSE POINTE WOODS

Size: 3.24 sq. miles 2019 Population: 15,498
Mayor Arthur W. Bryant 60+ Population: 4,570
www.gpwwmi.us 313-343-2440

Source: 60-Plus Data: 2013–2017
American Community Survey Data



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Elaine Williams, *1st Vice Chair*
Juanita Hernandez, *2nd Vice Chair*
Mark Wollenweber, *Treasurer*
Navid Sayed, *Assistant Treasurer*
Nancy Courtney, *Secretary*
Catherine Perkins, *Assistant Secretary*
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Nancy Glover Alberta Trimble
Carol Goosby William Vanderwill
Katy Graham Jewel Ware*
Nanci Gratsy Katie Wheatley
Victoria Haltom Yvonne White
Grace Holness

*Wayne County Commissioner
FY 2019-2020
Deceased, December 2020

FRONTLINE IMPACT

A FUTURE OF HOPE

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



Detroit Area Agency on Aging

1333 Brewery Park Blvd., Ste. 200 • Detroit, MI 48207

Phone: 313-446-4444 • Fax: 313-446-4445

detroit seniorsolution@daaa1a.org • DetroitSeniorSolution.org

THE **SENIOR**
Solution



2019-2020
ANNUAL REPORT