



OUR IMPACT

Building On Possibilities

2020-2021
ANNUAL REPORT





Building Equity

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

During my tenure on the Board of Directors for the Detroit Area Agency on Aging, I have witnessed many great accomplishments related to serving our community and constituents. Our history of commitment has influenced our continued dedication to meeting the needs of our region's older adults today. This was exemplified by the service demonstrated during the past year by all DAAA Team members.

In this changing world, we were driven by the possibilities that come with meeting and exceeding expectations. During FY 2020-2021, we were successful in expanding our services and staying connected to the people we serve. With our network of over 100 service providers, we are a corps of Servant Leaders who put others first.

Throughout the past year, we were driven by the realities, necessities and opportunities presented in rendering services during a pandemic. It was a time to underscore our commitment and passion to serve older adults in metro Detroit. It was also a time to focus on all of the ways to manifest our strategic planning.

The Detroit Area Agency on Aging fulfills its mission by continuing to build on its long history of service — a history of exploring the possibilities that today and tomorrow present to us all.



Building on Possibilities

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

The past year of service has truly tested the mettle of all of us. While scientists continued to work on the development of vaccines for all, we at the DAAA continued our work driven by the principles of: focusing on what is best for our community and constituents; focusing on what is best for our team members and their families; and focusing on providing leadership for the aging network in the metro Detroit community.

Through our commitment and adherence to these principles, we were able to overcome potential challenges by enhancing our robust portfolio of services. The Detroit Area Agency on Aging team worked hard to meet the multiple needs of constituents. Virtual health and wellness programming replaced in-person classes. Frequent calls to program participants monitored their overall health, and grocery and prescription deliveries were a relief to many. For others, telehealth — remote patient monitoring — was a lifeline.

Team members were synergized as they worked in lockstep to blend their talents and identify new solutions. We continued to build our technical infrastructure and uncover new ways technology can deliver services. We found ourselves standing in the gap between social injustices and equity, so we did more than stay the course.

With a planning grant in FY 2020-2021 from the Michigan Health Endowment Fund, DAAA teamed with AARP Michigan and the Michigan Public Health Institute to create a community-wide lifeline — an Inclusive Health Care Taskforce. The recommendations and roadmap offered by this taskforce has the potential to galvanize stakeholders from all sectors of our community around equity in health care — improving access to quality care, reducing health disparities, and addressing the social determinants of health. The opportunity to be the tip of the spear in building a collective collaborative is one manner in building equity.

We could always imagine the possibilities for a stronger, healthier community. Now, we are utilizing our equity to build upon those possibilities!

And proudly, We Are Better and Stronger When We Are Together!



Strategic Goals, Impactful Outcomes

Ingredients for Quality Service Delivery

FY 2020-2021

Goals & Outcomes

Goal 1:

Engage collaborative partners and stakeholders in community-wide planning to address key social and environmental determinants of health.

Outcome: Planning for Inclusive Health Care Taskforce

Goal 2:

Address emerging needs and service gaps of older adults during the COVID-19 pandemic and on an ongoing basis.

Outcome: In-Home COVID-19 Vaccinations

Goal 3:

Engage organization and community stakeholders in advocacy, public policy and governmental relations activities.

Outcome: Engaged legislative officials in Older Michiganians Day, supported advocacy efforts for kinship care, and convened a Policy Forum with U.S. Senator Gary Peters.

Goal 4:

Develop and implement public image, branding and targeted marketing messaging to reach key audiences.

Outcome: Developed "More Than Meals on Wheels..." information campaign

Goal 5:

Expand, enhance, and diversify funding sources to increase revenue streams and members served.

Outcome: Grew business acumen with Senior Telehealth Connect and Veteran-Directed Home & Community-Based Services.

Goal 6:

Enhance technological capabilities and competencies of the organization, service provider network and constituents.

Outcome: Hardware and software updates improved reliability and enabled more efficient workflows.



Vision 2021-2025:

Detroit Area
Agency on Aging
Strategic Plan
Overview

The Vision 2021–2025 Strategic Plan for the Detroit Area Agency on Aging began its first year with impactful outcomes, despite the unexpected challenges required to respond to the COVID-19 pandemic, flooding, power outages and a cyber security attack.

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.



Our Year in Review

October 1, 2020 – September 30, 2021

Closing the Digital Divide

Detroit is one of three cities that launched a new Comcast initiative to help older adults bridge the digital divide, and DAAA was one of five local nonprofits selected to participate. Collectively, 250 computers and digital learning instructional materials were provided by Comcast and the Older Adults Technology Services of AARP. Comcast donated \$5000 and 50 additional computers to each participating nonprofit.

Flood Relief to Needy Seniors

A few dozen older adults received unexpected help after the heavy rain and flooding across Detroit-Wayne County on June 25, 2021. They were among more than 23,000 cases of flood damage reported to Detroit's Water and Sewerage Department, but they also turned to the Detroit Area Agency on Aging for help. From some 80 calls to DAAA, the agency was able to fund the clean-up and mold remediation from a bonded contractor for half of them, selected based on their



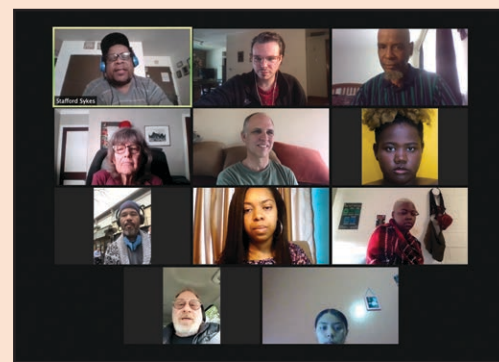
age and circumstances. They found out quickly why we call ourselves *The Senior Solution*!

Max Ortiz, Detroit News

Two Generations Create Lasting Connections

The power of storytelling was the foundation for Detroit's ReGen Project — a virtual intergenerational experience to build mutual understanding and respect among 40 participants between ages 12 and 94. With a grant from the national nonprofit Generations United, funded by the Michigan Health Endowment Fund, DAAA facilitated workshops in partnership with Limelight, LLC, an Ypsilanti company which uses theater as a community building and problem-solving tool. The project included two neighborhood-based workshops and a third with LGBTQ older adults and allies.

The same grant supported a partnership with Life Remodeled, the Detroit nonprofit that created the Durfee Innovation Society. At this multigenerational community hub in Detroit, young and old focused on education, jobs, and human services as they created *The Spin*, a community laundromat. School truancy was reduced when students had a place to wash their own clothes, and young people learned how to grow a viable business. Junior Achievement provided the curriculum.



In-Home Vaccinations Make Headlines

DAAA CEO Ronald S. Taylor participated in a press conference with the City of Detroit, Detroit Health Department, and Wayne Health to kick-off the collaborative effort to provide COVID-19 vaccinations to vulnerable homebound adults and family caregivers (see page 8 for details).

Inclusive Health Care Taskforce

DAAA partnered with the Michigan Public Health Institute and AARP Michigan to conduct pre-planning activities for the Inclusive Health Care Taskforce — a community-wide initiative to address the Social Determinants of Health that impact longevity. Partners created a strategy to recruit and engage a cross-section of community stakeholders in the development of a broad Community Action Plan for FY 2022-2025. The effort was made possible with a planning grant from the Michigan Health Endowment Fund.



Community Care Corps

Through community service, students from Wayne State University School of Medicine, Michigan State University, and Madonna University designed caregiver models, including respite care, chore services, telephone reassurance, and friendly visits. Students also researched best practices for Inclusive Health Care Taskforce and peer support. It was coordinated through DAAA's Food & Friendship Connections Program, teaming both older adults and youth living with HIV-AIDS. Videos from their Distance Learning–Technology Training Academy can be viewed on YouTube.com.

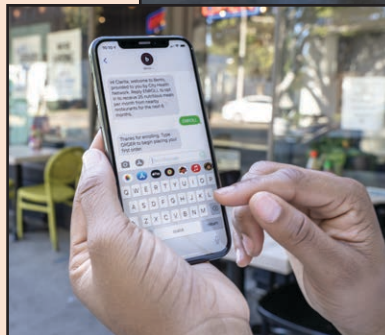


Our Year In Review

More than Meals On Wheels

Receiving Meal Gets Easier

Planning began for a 12-month demonstration project with BENTO, a text messaging platform that will allow caregivers and care recipients in the FOOD FIRST program to order nutritious food from local restaurants and grocery stores that meet the preferences of people from various cultural backgrounds. For those most at-risk of food insecurity, the platform is stigma-free. Orders are placed via text, and a return text indicates the pick-up time. The BENTO platform is able to also track health outcomes and build connections in the community.



Food Deliveries Help Local Seniors

Initiated at the height of the COVID pandemic, in partnership with our Community Wellness Centers, DAAA launched the Grocery Shopping and Prescription Pick-Up program. We provided seniors in our service area with:



- 1,724 Emergency Grocery Shopping orders to 345 older adults
- 464 incontinence and 28 RX deliveries.



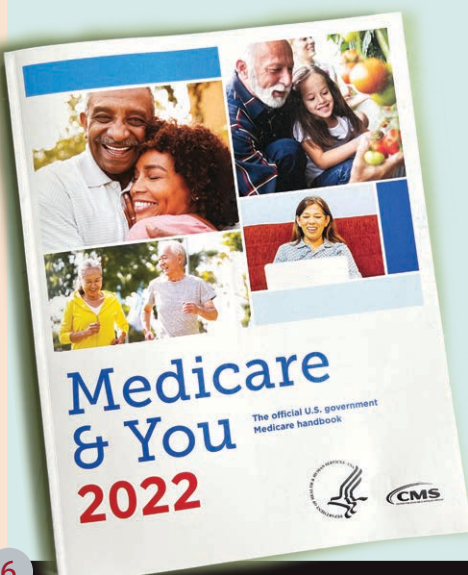
Coupons for Fresh Foods

At Detroit's Eastern Market, 300 coupon books from Michigan's Aging & Adult Services Agency were available to Detroit seniors to buy Michigan-grown fruits and vegetables. This first-time, on-site distribution boosted the redemption rate from 55% to 74%, with less chance for recipients to misplace coupons. For FY 2022, the value of coupon books will increase by 25%, going from \$20 to \$25.



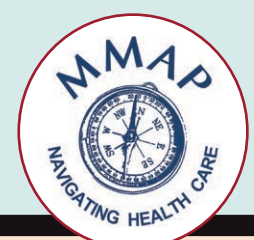
Food Partners Work Together To Combat Food Insecurity

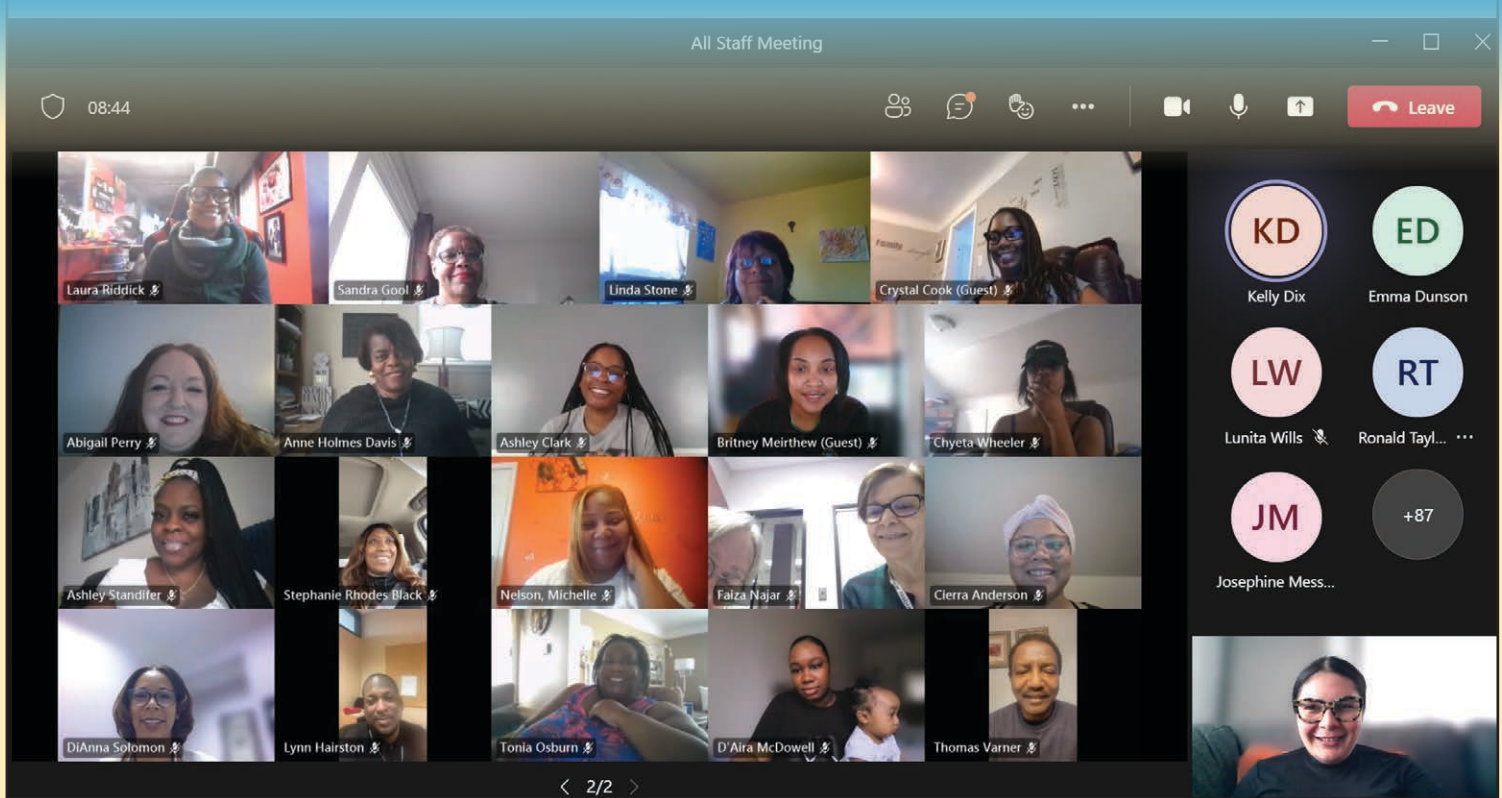
DAAA facilitated a Coordinated Food Delivery Consortium funded by the Michigan Health Endowment Fund resulting in community and food service agencies joining to build an emergency response plan to help combat food insecurity for seniors in Southeast Michigan.



Millions of Medicare beneficiaries in the U.S. receive the 130-page official government Medicare handbook, and through the Detroit Area Agency on Aging, thousands in our service area reach the Michigan Medicare-Medicaid Assistance Program (MMAP) for unbiased information to understand their benefits. When issues arise related to billing, disenrollments or penalties, experienced MMAP counselors are like detectives who often resolve matters even Social Security representatives cannot address. One by one, they educate consumers, resolve issues, and save beneficiaries money. In FY 2020-21, our region reported:

- 2,341 Medicare beneficiaries served
- 1,708 hours spent counseling
- \$1,556,463 in Medicare health cost savings
- 59 virtual outreach presentations
- 25,078 persons reached





Our Impact: Building Technological Capacity

Digital connections supported agency objectives

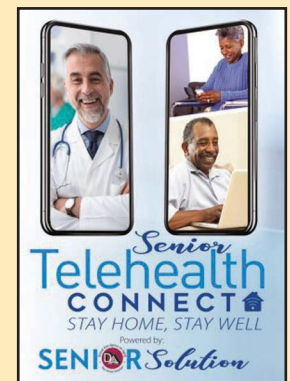
- Despite the pandemic, remote business operations sustained all programs, with no interruptions
- Employees worked from home, joined quarterly team meetings with over 100 participants, and maintained focus on leadership, team-building, quality improvements, and communication
- Service never ended!

Telehealth opportunities emerged

- DAAA's pilot for remote patient monitoring was launched just before the pandemic, then tested with participants like Early Jones (see page 10)
- Homebound seniors with two or more co-morbidities and requiring on-going support gained a lifeline with real-time diagnostics
- DAAA's program, Senior Telehealth Connect, includes a behavioral health organization, nurse practitioners, and registered dietitians as part of the care management team, and including remote wellness classes.
- Service expanded!

Technology upgrades brought operational enhancements

- Security safeguards were updated in multiple areas



- Moved from paper forms to electronic records
- Teams received hardware and software updates for efficacy in all work, including large-group virtual events
- Process improvements, measurable results!



Our Impact: **Vaccinating & Protecting The Most Vulnerable**

Meeting the Need

- Homebound seniors, especially those living with multiple chronic illnesses, were the most in need of COVID-19 vaccinations, but nearly the last to receive them.
- With funds from the Michigan Department of Health and Human Services Aging & Adult Services Agency, DAAA launched a pilot program to vaccinate 400 seniors who were receiving services from the agency, and physically unable to leave their homes. Through the pilot, we would learn how to build our capacity to serve more.

Rallying Partners

- We worked first with the Institute for Population Health, and we called approximately 4,000 homebound individuals to evaluate interest in receiving the vaccine.
- Health Centers of Detroit Foundation provided training to the nurses.
- We entered into agreements with six of our home health care providers.
- A \$50,000 grant from Michigan Primary Care Association further supported the program. We moved forward with the City of Detroit, Detroit Health Department, Wayne Health, Detroit Community Health Connection, and other organizations, continuing to remove the barriers for homebound residents and their caregivers to receive vaccines in the safety of their own homes.

FY 2020-2021 Results: 1,449 Shots in the Arm



Our Impact: Helping Our Caregivers Take Care of Themselves



Living separately, Carole Greene and her partner Gordon Camp were busy professionals who made time for music, friends and world travels.

Gordon's earliest signs of memory loss progressed to Alzheimer's Disease, and Carole is now both legal guardian and caregiver. She found assisted living for Gordon close to her home, and she works to clear Gordon's former home, while visiting him daily and helping with his chores.

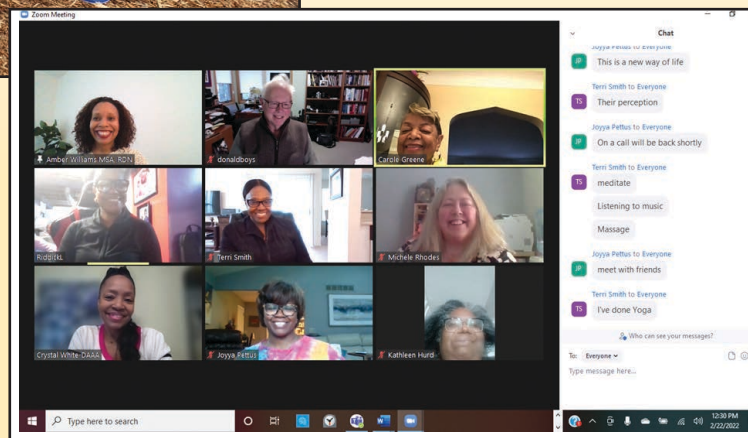
Carole handles her new roles with grace, armed with the lessons from *Powerful Tools for Caregivers*, and signing up for other classes. She is a lifelong learner, and she is intent on learning how to better care for Gordon and herself.

Offering Training and Self-Care Strategies with Free Evidence-Based Classes

- Aging Mastery Program for Caregivers® with tools for staying healthy
- Powerful Tools for Caregivers with advice on self-care
- Creating Confident Caregivers® for caregivers of those with dementia
- Universal Dementia Caregivers Bootcamp to understand dementia symptoms and care strategies
- Dexterity Dementia with an introduction to dementia, helpful to any interested person.

Providing T-CARE: Tailored Care in Private Online Sessions

- One-on-one coaching is available via telephone and internet to reduce stress and caregiver burnout
- Caregivers are surprised when they tally the time spent weekly with meeting basic personal, household, medical, financial, and transportation needs.



DAAA's Caregiver Support Program

In FY 2020-2021, DAAA's Caregiver Support Program assisted some 500 caregivers, many of whom were identified through partner organizations that included the Aging and Disability Resource Center, the Alzheimer's Association African American Advisory Council, Michigan League for Public Policy, and the Eldercare Coordinating Council. Outreach events addressed advocacy and kinship care, including DAAA's founding relationship with Bridging Generations, and the Grandparents Raising Grandchildren Committee.

"Caregiving is the hardest job you'll ever love."

—Paula Duren, Founder, Universal Dementia Caregivers



Our Impact: Fostering Independence Through Care Management

Bessie Owens

Bessie Owens is a participant in the Medicaid Waiver program — and from her wheelchair, with help from a caregiver, she manages each day with a predictable schedule that has her up, dressed and groomed for a day filled with telephone calls to check on others.

Most of all, she expresses how much she feels at peace — yet it wasn't always that way, especially after a fall and in need of a ramp. The 2019 WXYZ-TV news story “Detroit grandma just wanted a wheelchair ramp, but ended up being put under guardianship” was about her. She was steadfast in her resolve not to have a stranger manage her finances and personal affairs. She challenged the court order and won. She will often say, “Give me some wiggling room and I’ll get out.” With telephone in hand, this is the determination that fuels Bessie’s self-advocacy *and* advocacy for others every day.



Early Jones

Early Jones is a participant in the Veteran-Directed Home & Community-Based Services program. At 96, this retired pastor has maintained his independence in the loving company of his wife and two adult daughters. Jones uses Senior Telehealth Connect to monitor changes in his blood pressure and glucose levels. The electronic system tracks changes for his medical team, even as his daughter, a paid caregiver, records them in writing as well. All the while, whether at the computer or tackling mail, he manages his life and decisions with trusted help. His DAAA Support Coordinator is a registered nurse, and she is always only a phone call away.





DAAA Programs

A team of licensed social workers, registered nurses, and community healthcare workers provide direct support, resources, and person-centered care for some 3,500 seniors and adults living with a disability. Qualifying individuals help design their own care plan to remain safe and independent in their own homes through one of these programs:

MI CHOICE WAIVER: A home and community-based care option for persons who are Medicaid Waiver eligible for their long-term care. It is less costly and a preferred alternative to nursing home care, ensuring people get the personalized care to meet their needs for independence.

PROJECT CHOICE: A care management program funded by MDHHS-Aging & Adult Services Agency. It helps families find, mobilize, and coordinate a variety of home care and other services needed by frail, homebound older adults at risk of entering a nursing home or other institution.

COMMUNITY TRANSITION SERVICES: An opportunity for nursing facility residents to return to the community with transition planning and assistance from DAAA's care management team.

SENIOR TELEHEALTH CONNECT uses remote patient monitoring for older adults with two or more chronic conditions — offered by DAAA in partnership with Michigan-based Behavioral Health Associates. It supports better health outcomes and reduces emergency room visits.

VETERAN-DIRECTED HOME & COMMUNITY-BASED SERVICES: This cooperative program with the Veteran's Administration teams DAAA's care management services with VA services and benefits to maximize care to qualifying Veterans and their families.



Our Impact: Fostering Quality & Compliance

Meeting Quality Standards

- DAAA is in healthcare, and monitored by state and federal guidelines through the Centers for Medicare and Medicaid Services and MDHHS. A variety of accreditations and certifications demonstrate our commitment to providing service with high quality care.
- DAAA received a 100% score on our three-year reaccreditation with NCQA—National Council for Quality Assurance.
- With required credentials, our experienced Team of nurses, social workers, community health workers, two registered dietitians, and various other support staff ensure our participants receive the necessary high-quality services that allow them to maintain their independence and age in place.



Meeting Quality Standards

- A robust fall prevention program resulted in achieving a low fall rate among participants — well below the Michigan standard and keeping them safe.



- Educational programs in diabetes prevention and management met certification from the Association of Diabetes Care & Education Specialists — an accreditation that also supports diabetes education in our Telehealth program.
- Initiated Clinical Quality Initiatives to improve the satisfaction of our transportation services and successfully implemented an improvement process that has

resulted in a decrease of participant injuries, further strengthening the services provided.

- Initiated speak-up training for the participants and staff that encourages people to communicate in a safe manner, share any areas of concern, and improve service delivery.



Our Impact: Fostering Healthy Lifestyle Changes

Making Free Wellness Classes Available

In FY 2020-2021, 23 evidence-based classes were presented in both English and Spanish:

- A Matter of Balance
 - PATH – for overall health
 - Diabetes PATH
 - Chronic Pain PATH
 - Tai Chi for Arthritis for Fall Prevention
 - Diabetes Prevention Program
 - Walk With Ease
 - EnhanceFitness
- See page 9 for Caregiver Support classes.

Sustaining Partnerships at Neighborhood Hubs

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



Our Impact: A Plan of Care for Everyone We Serve

A Model of Service with 100+ Providers

Over 100+ service providers help the Detroit Area Agency on Aging meet the medical, behavioral, transitional housing, nutrition, non-emergency medical transportation, and specialty needs of the older adults in our community. Many have served this community for decades with integrity, loyalty, and quality service.

Thank you to our FY 2020-2021 partners!

3R Home Improvement
Abbore Health Care Group Inc.
Access Builders
Adams Butzel Center
Addus Health Care, Inc.
ADT Security Services, Inc.
Advanced Seniors Health Care Group, Inc.
Alzheimer's Association
Americare, LLC
Annie Lee Adult Family Services, LLC
Association of Chinese Americans, Inc.
Pediatric Special Care, Inc. d.b.a Aveanna
Belle Maison (8330 On the River)
Bethel East
PK Management d.b.a. Bicentennial Towers
Bridging Communities, Inc.
Bright Transportation
Butzel Family Center
Caring Hearts Home Care, Inc.
Champion Home Healthcare, Inc.
Choice Care, Inc.
Comfort Home Health Care
Compassionate Caregiving Services, LLC
Compassionate Home Care Services, Inc.
BEST BUY HEALTH, INC. d.b.a Critical
Signal Technologies
Davids Home Care, LLC
Delray United Action Council
Divined Company
E&S Care L3C Home Health Care
Elite Medical Staffing
Elsmar Home Health Care
Excellacare, Inc.
Ezra Care, LLC
Farwell Recreation Center
Foster Family Medical Equipment
Franklin-Wright Settlements Inc
Friendship Meadows
Sage Holding Group d.b.a. Generations
Home Care Group
Genesys Home Care
Golden Home Private Duty, LLC
Golden Years Advocates
Great Detroit Agency for the Blind and
Visually Impaired
Great Lakes Home Health
Guardian Medical Monitoring
Luella Hannan Memorial Foundation
Harris Pest Control
Hartford Church Memorial Baptist Church
Health Call of Detroit Inc
Heart 2 Heart Home Aide Service, LLC
Heaven Sent Home Support Services
Help At Home, Inc.
Helping Hand Nursing Services, Inc.
Henry Ford Health System
d.b.a. Henry Ford Lifeline
Home Health Care Services
J&J Mobile Services
L & L Adult Day Care
L & L Builders, LLC
Lakeside Global Transportation
Larkins Personal Care Assistance Services

Latin Americans for Social &
Economic Development
Lifeline Systems, Inc.
Look at Faith Inc. Home Care
Lorraine's Caring Hands
M&Y Care, LLC
Maka SIL & Group Home, Inc.
Matrix Human Services
Metro Healthcare Services, Inc.
d.b.a. Metro Solutions
Purfoods d.b.a. Mom's Meals
Morrison Management Specialist
Neighborhood Legal Services Michigan
Neighborhood Service Organization
Nile Construction
North American Indian Association
Northend Village Nonprofit
Omni Private Duty, LLC
Parkview Place
Passion for People, LLC
Patton Recreation
People's Express, Inc.
Personal Accounting Service
Personal Touch Home Health Care Services
Personalize Home Care Services
Precious Care Group Home, Inc.
Precise Health Care Services, LLC
ProCare Unlimited
Quest, Inc.
Regency Transportation
Community Outreach Services Corporation
d.b.a. Restoration Towers
Reymac Home Healthcare
Rhema Health Care
River Towers
Sacred Heart Seminary
Safe and Secure Home Care
Serenity3 Home Health, Inc. dba Serenity
Home Care and Rehab Services
Simply EZ Home Delivered Meals of
Northwest Ohio, LLC
Smith's Loving Home Healthcare Services, LLC
Strategic Operation Solutions, LLC
d.b.a SOS WORKS II
St. Joseph Manor HFA
St. Patrick Senior Center
Superb Home Care, Inc.
Swanson's AFC Homes, Inc.
Tabernacle Baptist Church
The Helm at the Boll Life Center
TLC Home Healthcare
Total Home Health Aide Services
Trio Community Meals
Trustcare Group Home
Unique Food Management
United Home Help Care Inc.
Unlimited Home Care, LLC
Vernon Chapel AME
Vibrus Group, LLC
Williams Recreation Center
Woodbridge Senior Village Center
Yes You Can Home Help Agency, LLC



DAAA's trusted, experienced professional network provides services in these categories:

Accessibility Adaptations
Adult Day Health
Adult Foster Care – Residential Settings
Chore Services
Community Living Supports
Counseling
Food Service
Home Care
Home Repairs
Non-Emergency Medical Transportation
Personal Emergency Response Systems
Pest Control
Private Duty Nursing
Respite Care
Specialized Medical Equipment & Supplies



DAAA Service Report

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

(some clients may be counted in more than one category)



41,466 People are Stronger with **SUPPORTIVE SERVICES**



12,747 People are Healthier with **LIQUID NUTRITION & MEALS**



3,637 People are more Independent with **LONG-TERM CARE SUPPORTIVE SERVICES**

FY 2020-2021

SERVICE CATEGORY	# of Clients	# of Units**
Supportive Services:		
Assistance to the Hearing Impaired & Deaf	N/A	N/A
Adult Day Services	12	7,882
Caregiver Education, Support & Training	8,362	1,550
Chore Services	20	42
Elder Abuse Prevention	319	395
Friendly Reassurance	103	708
Homecare Assistance	5	398
Kinship Support Services	100	2,888
Legal Assistance	542	2,487
Mature Workers Program	76	N/A
Outreach & Assistance	1,049	7,910
Respite Care Services	6	1,016
Vision Services	N/A	N/A
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 Option Counseling	8,766	2,701
DAAA Health & Wellness	656	2,266
Transportation	N/A	N/A

Sub-Total

41,466

63,734

Nutrition:		
Congregate Meals	2,295	75,479
Home Delivered Meals	3,717	574,208
Holiday Meals on Wheels	5,500	11,000
Wayne County Veterans Meals	80	12,335
Friends of Detroit Meals on Wheels	28	3,704
NSIP	1,127	56,204

Sub-Total

12,747

732,930

Long-Term Care Clinical Services:		
MI Choice Waiver	1,675	1,353,597
Project Choice (Care Management)	295	37,324
Veterans Administration HCBS	94	88,167
Nursing Facility Transition Services	173	312
MI Health Link	1,400	1,013,812

Sub-Total

3,637

2,493,212

Grand Total

57,850

3,289,876



Our Impact: Funding Our Mission

Thanks to the generous donations of individuals, corporations, and foundations, the Detroit Area Agency on Aging is able to deliver more than the services in our portfolio — we're able to deliver a joy that comes when the people we serve know they are supported by so many others in our community.

We are especially grateful to the major donors in our region who are committed to keeping the people we serve at the top of their lists. Proudly, we share that 100% of all contributions are used to serve older adults and those living with a disability in our region. As Servant Leaders, we are grateful for the trust that is placed in us as we direct the donations to meet the growing and changing needs of those we serve. As the pandemic continued during this fiscal year, the giving increased. No matter how large or small the contribution, we were overwhelmed with the generosity of our donors, and every dollar was valued!

Our Donors: Stories of Generosity

DTE Foundation

Holiday Meals on Wheels for Christmas has been supported by the DTE Foundation for 15 years, and the pandemic did not stop this tradition to bring meals and smiles of joy to the doorsteps of older adults in our region. With a modified schedule, over 5,000 Christmas meals were delivered. It was a partnership between DAAA, DTE Foundation, and our meal provider, TRIO Community Meals — all committed to keeping the tradition alive.



DTE Public Affairs Employee Engagement and Impact

Immediately following the area flooding in June 2021, the DTE Public Affairs Employee Engagement and Impact team jumped into action by assembling and donating cleaning supply kits for 100 seniors to help support clean ups. The kits were assembled at Beacon Park in Detroit. DTE team members helped load vehicles and also made deliveries.



Ford Motor Company Fund

The Ford Fund leaped into action at the onset of the pandemic by lending delivery drivers and



FORD MOTOR COMPANY FUND

logistics for transporting PPE to direct care workers providing services to older adults and those living with a disability. As the pandemic progressed, the Ford Fund donated over 100,000 surgical masks to seniors receiving home-delivered meals, in addition to supporting Holiday Meals on Wheels for Thanksgiving.

United Way for Southeastern Michigan

Forging a new relationship brings many unknowns but when you have a shared purpose and mission to meet people where they are and offer solutions to the challenges they face —



it's a match made in heaven! DAAA was proud to partner with UWSEM and grateful for their Emergency COVID Response donation that supported home-delivered meals to seniors that continued to shelter in place even after the restrictions were lifted. UWSEM donated over \$200,000 toward emergency meals and 1,000 Chromebooks to help seniors connect with the world and stay safe.



Detroit Area Agency on Aging

STATEMENT OF REVENUES & EXPENDITURES

OCTOBER 1, 2020 - SEPTEMBER 30, 2021

Numbers rounded

PUBLIC SUPPORT & REVENUE		
Federal Funds	\$ 30,896,594	42.20%
State Funds	17,863,229	24.40%
Private Contributions (Net of Direct Costs of \$54,289)	309,789	0.42%
MI Health Link	20,713,926	28.29%
Other Funds	2,342,397	3.20%
In-Kind & Program Income	1,095,024	1.50%
Total Revenue	\$73,220,959	100.00%
EXPENDITURES		
AAA Administration	\$ 435,637	0.64%
Supportive Services *	4,525,368	6.63%
Nutrition **	4,786,395	7.01%
Michigan Health Link	20,979,312	30.72%
Senior Employment and Training	683,480	1.00%
Medicare Medicaid Assistance Program	171,397	0.25%
Nursing Facility Transition Services	190,700	0.28%
Care Management	799,734	1.17%
Michigan Choice Elderly & Disabled Waiver	33,480,060	49.01%
Veterans Home and Community Based Services	1,765,395	2.58%
Other	476,958	0.70%
Total Expenditures	\$66,929,453	100.00%
Excess Revenue over Expenditures	\$ 4,926,523	

* 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 20, 2022

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, 2021, 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.



Our Impact: Building On Possibilities

Our Work

The Detroit Area Agency on Aging has implemented a five-pillar approach to delivering programs and services — prioritizing People, Service, Growth, Finance, and Quality. In addition to our current portfolio of services, we look ahead to the growing potential of Telehealth and more expanding resources for caregivers. Our focus on lifespan issues will ultimately benefit people of all ages — extending healthy lives of more people in Southeast Michigan.

Our Legislative Priorities

- Support and Strengthen the Direct Care Workforce
- Expand Access to MI Choice Waiver Program
- Rebalance Community-Based Long-Term Services and Supports
- Increase Access to Home and Community-Based Services
- Bridge the Digital Divide for Older Adults

Our Goal for Diversity, Equity & Inclusion

The Detroit Area Agency on Aging is committed to cultivating and preserving a culture of diversity, equity, and inclusion. At every level of our agency, we do support equality and we will promote a just and fair workplace for our staff, vendors, clients, volunteers, and stakeholders, eliminating all discriminatory practices such as racism, ageism, sexism, and genderism. Moreover, we will extend the benefit

of the doubt and behave in a caring, non-judgmental manner to one another and to members of the community. Our diversity, equity, and inclusion progress will be measured and evaluated on a regular basis to ensure that we are living up to these standards.





FY 2020-2021 Communities Served by DAAA

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

DETROIT

Size: 142.9 sq. miles 2020 Population: 672,351
Mayor Mike Duggan 60+ Population: 133,047
www.detroitmi.org 313-224-3400

HAMTRAMCK

Size: 2.1 sq. miles 2020 Population: 21,704
Mayor Amer Ghalib 60+ Population: 2,317
www.hamtramck.us 313-800-5233

HARPER WOODS

Size: 2.629 sq. miles 2020 Population: 13,829
Mayor Valerie Kindle 60+ Population: 2,637
www.harperwoodscity.org 313-343-2500

HIGHLAND PARK

Size: 2.97 sq. miles 2020 Population: 8,977
Mayor Hubert Yopp 60+ Population: 2,935
www.highlandparkmi.gov 313-252-0050

GROSSE POINTE

Size: 2.25 sq. miles 2020 Population: 5,176
Mayor Sheila Tomkowiak 60+ Population: 1,570
www.grossepointecity.org 313-885-5800

GROSSE POINTE FARMS

Size: 12.33 sq. miles 2020 Population: 9,142
Mayor Louis Theros 60+ Population: 2,843
www.grossepointefarms.org 313-885-6600

GROSSE POINTE PARK

Size: 3.71 sq. miles 2020 Population: 11,108
Mayor Michele Hodges 60+ Population: 2,621
www.grossepointepark.org 313-822-6200

GROSSE POINTE SHORES

Size: 19.08 sq. miles 2020 Population: 2,791
Mayor Ted J. Kedzierski 60+ Population: 987
www.gpshores.gov 313/881-6565

GROSSE POINTE WOODS

Size: 3.24 sq. miles 2020 Population: 15,409
Mayor Arthur W. Bryant 60+ Population: 4,583
www.gpwwmi.us 313-343-2440

Source: 60-Plus Data: 2016 - 2020
American Community Survey Data



DAAA Board Members

Wayne W. Bradley, Sr., *Chairman*
Elaine Williams, *1st Vice Chair*
Juanita Hernandez, *2nd Vice Chair*
Mark Wollenweber, *Treasurer*
Navid Sayed, *Assistant Treasurer*
Nancy Courtney, *Secretary, 10/1/20 - 5/31/21*
Stacia Little, *Secretary, 6/1/21 - present*
Catherine Perkins, *Assistant Secretary, 10/1/20 - 6/30/21*
Thomas Cervenak, *Assistant Secretary, 7/1/21 - present*
Suzanne Berschback
Henry Conerway, Jr.
Terra DeFoe
Byran Ecton
Louis Green
Louise Guyton
Reginald Hartsfield
Reverend Jim Holley, Ph.D.
Marilyn French Hubbard, Ph.D.
W. Anthony Jenkins, Esq.
Fay Keys, DL, MSW, MLS
Reverend Oscar W. King, III
Sherry E. McRill
Tomara Nolen
Juliette Okotie-Eboh, Ph.D.
Kenneth Poynter
Sharmaine Robinson
William Sharp, M.D.
Alice G. Thompson
DeSeana Williams-Page

Advisory Council Members

Beverlyn Hilton, *Chair*
Victor Arbulu, *Vice Chair*
Phyllis Edwards, *Secretary*
Sharon Bell
Sandra Booker
Deloris Cortez
Nancy Courtney
Rose Marie Cutler
Timzetta Dickson
Elmer Duff
Katy Graham
Ann Kraemer
Debra Lichtenberg
Democale Randle
Charles Reese
Michelle Robinson
Martha G. Scott
Wayne County Commissioner
Patricia Simpson
Virginia Skrzyniarz
Alberta Trimble
Katie Wheatley
Yvonne White

Design/photo: Barbara Barefield DesignWorks Detroit



We're more than Meals on Wheels.

DAAA is the gateway to information, resources, and care to maintain the independence of seniors and adults with disabilities in our community.

DAAA is a team of specialists — nurses, social workers, information and assistance specialists, nutrition educators, and more — ready to help you, a caregiver, or someone you know to live longer and with dignity.

From transportation to telehealth and help understanding Medicare, our service begins with an initial phone call.

Visit www.DetroitSeniorSolution.org to see our services. Sample our health and wellness programs. Call us at **313-446-4444**.

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



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

313-446-4444

www.DetroitSeniorSolution.org



We're called "The Senior Solution" for a reason. Find out why.