



FY 2023-2024 ANNUAL REPORT



Detroit Area Agency on Aging

DATA DRIVES DECISIONS



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Service to Others Matters

Alice G. Thompson, *Chair of the Board*

I have served on the Board of Directors of the Detroit Area Agency on Aging (DAAA) for 19 years, and I was humbled and honored to accept the chairmanship of the board when Wayne W. Bradley, Sr., retired. Our paths had crisscrossed for decades, with both of us focused on servant leadership. I earned my master's degree in social work administration from Wayne State University in the early 1980s. During that time, I was president of the student chapter of the National Association of Black Social Workers. It was an opportunity to learn about human services delivery, research and advocacy. I always cared about people and welcomed the opportunities to work with others to build a stronger community.



I believe that my education was the foundation for the work I have been called to do. In 1994, I became CEO of Black Family Development, Inc., and I vowed to build the agency's capacity to serve more people and expand the scope of services. In my volunteer role with DAAA, I have the same goals for expanding services to an older demographic. As a social worker, I know that it is the attention to environmental forces that create, contribute to, and address problems in living. People are people, no matter our age. We all experience physical, emotional, and mental changes between birth and adulthood, and every stage of our lives shapes the person we become. Understanding these phases is at the core of serving others, and one of the characteristics of servant leadership is taking the knowledge we've learned in the past and applying it to the future.

Years ago, text messages were revolutionary, and now technology rules. With efficient operating systems, DAAA is modernizing operations and expanding service delivery. As members of the Board of Directors, 27 of us are purpose-driven stewards responsible for agency governance and maximizing DAAA's positive impact in this region. The Detroit Area Agency on Aging is positioned for even greater growth and service, and we salute the entire DAAA Team for its commitment to make this happen.

Agency Services Continue to Grow

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

Dying Before Their Time, three longitudinal studies commissioned by the Detroit Area Agency on Aging (DAAA) between 2003 - 2020, underscored the social determinants of health that shorten life expectancy. Since that time, the data has served as our North Star in making informed decisions about our program development and understanding the needs of our constituents. The data remains the foundation of our advocacy to expand aging services and enrich the lives of older adults in our region. However, updated data is needed to drive decisions, day by day. During FY 2024, we turned to multi-faceted and modern operating systems that now replace our outdated data systems. The efficiencies are increasing the accuracy of our reports, reducing workloads and increasing the qualitative and quantitative information to help us meet the needs of those we serve. Until recently, we had not been able to measure the gaps in our services. Now, we can track Key Performance Indicators using 150 different metrics. This is a major step in modernizing and transforming our operations.



As an agency, we are in the business of population health, partnering with healthcare entities and other community-based organizations to deliver the right mix of resources and services to the people in our region. The impact and value of our programs and services begins with effective planning – plans that rely on knowing both the needs of constituents and the gaps within the service delivery network to meet those needs. In less than two decades, the graying of America will be inescapable: Older adults are projected to outnumber kids for the first time in U.S. history. Already, the middle-aged outnumber children, but the country is projected to reach a new milestone in 2034.

Data is our currency, and quite simply, we can't manage what we cannot measure. Our goal is to exceed the expectations of those we serve, now and into the future. After all, that's what quality service is all about. And with our continued progress to modernize, innovate and transform, there's no telling how high we will soar!

Strength in Numbers

Through the strategic use of data, the Detroit Area Agency on Aging is optimizing its core programs and services to better support seniors and adults with disabilities in maintaining their independence. This data-driven approach not only enhances decision-making but also expands the agency's capacity to reach a broader population, ensuring more individuals receive the care they need in a meaningful manner. With the essential support of donors and community volunteers, DAAA is equipped to deepen its impact, delivering more nuanced and meaningful assistance to those it serves.



\$234,869

Fund development dollars



75

Community Engagement:
Outreach events attended



80

Letters written to legislators

18,311

Information & Assistance Calls

for information and referrals to find help for challenges related to aging issues.

726,872

home-delivered meals to

12,609

adults to address hunger, malnutrition, and social isolation.

Long Term Care Services participants enrolled in programs that provide in-home care and resources.

3,901

Caregiver Support Services to 4,980 caregivers



From Data to Impact: Re-Defining Senior Services

Introduction of the latest technologies in data entry and retrieval hold the intelligence to ensure accurate reporting and make effective decisions throughout every department -- a giant step toward the sustainability of aging services at the Detroit Area Agency on Aging.

For Efficiency & Accuracy...

DAAA is now using Mon Ami – a custom, multifaceted platform designed specifically for aging and disability organizations. Mon Ami uses intelligent software to perform a range of tasks that typically require human intelligence, from the simple job of timekeeping to the complex process of analyzing millions of data sets. Ultimately, its goal is to integrate data across the organization.



Preparation of National Aging Program Information System (NAPIS) reporting is an example of the efficiency and accuracy of the Mon Ami system that replaces time-consuming data entry for team members. The software tracks demographics, clients, units of service, and expenditures to enable DAAA to measure performance, service quality, and compliance with reporting.

Mon Ami is making a difference in the work of Information & Assistance, Eligibility, and Nutrition Services departments offering a more efficient intake process for program enrollments.

The system streamlines data collection, organizing and managing DAAA's care management histories, evidence-based health and wellness programs, meals and nutrition programs, provider management and billing, and more. The aim is to do this ten times easier than the outdated system it replaces. The result: Targeted data to better allocate resources to meet the diverse needs of those we serve.

For Timely Connections and Better Communication...

SMS text messages, voicemail, and emails are replacing time-consuming missed calls. Blooming Health (BH) is a unique digital platform that allows DAAA to connect with constituents through a powerful AI-assisted engagement, ensuring every message is personalized and effectively delivered, regardless of age, communication method, or language. Quite simply, it uses effective communication tools to automate workflows.



The Nutrition Services department uses BH to manage participant profiles, deliver essential messages, streamline referrals, track consumer engagement, and collect survey data from some 1,500 participants who receive meals and other nutrition services from our agency. It proves to be particularly beneficial in emergencies.

Blooming Health is quality-based and customer driven. For instance, home-delivered meal clients previously received reminders of an upcoming, required six-month program reassessment deadline by phone, with a risk of missed calls or overlooked messages that would cancel their participation. With the automated BH technology, the risk of unanswered calls is eliminated, and Nutrition Assessors are free for other tasks. From appointment reminders to wellness check-ins, the platform ensures connectedness with offerings such as translation services in 80+ languages, which guarantees no one is overlooked.

For Delivering Care to Caregivers...

TRUALTA: 24-Hour Access to Caregiving Support



TRUALTA is an online education and support platform that builds the confidence that caregivers need -- a service of the Detroit Area Agency on

Aging to empower caregivers through skills-based education, honesty, and unwavering support. It is accessible anytime, from any device, with an assortment of short video clips that suggest actions or strategies related to specific needs or concerns. Relevant information, clinically validated resources, practical tutorials, and a dependable community are all available to support caregivers.



*The University of Michigan's National Poll on Healthy Aging found that more than **one-fourth of Americans over 50 are caregivers for a person with a disability or health condition.** The poll was conducted with 3,012 non-Michigan adults and 1,079 Michiganders over 50.*

HOW TCARE CARES...



TCARE is another service of our agency. It is the first tool of its kind to assess the needs of the caregiver rather than focus on the care receiver.

It is a tool that identifies the stressors of individual caregivers and provides personalized strategies and resources to support the caregiving journey. Through a series of questions, it helps caregivers feel more equipped to manage their role and identity as a caregiver. Counseling, support groups, respite and other supports are also available to these participants to help prevent caregiver burnout.



Updates to Agency IT Infrastructure

The new Mon Ami platform provides AI and predictive software to optimize data collection and usage for Older Americans Act services and programs in a centralized system.

To protect our records from cyber-attacks, all data is now protected with a daily, 24-hour, fully managed service – protection for both the agency and its constituents. This vigilance is critical, particularly for digital health records and telehealth. Our staff is the first line of defense with mandatory KnowBe4 monthly cybersecurity training and tests. Best practices are in place for HIPAA compliance and numerous privacy policies. Our priority is protecting the people we serve.



Generous Grants Add Services, Boost Program Outcomes



A Healthy Aging Grant of \$500,000 from the Michigan Health Endowment Fund supports DAAA's Senior Solution Home-Based Primary Care.



A \$50,000 grant from Henry Ford Health supports the Henry Ford Caregiver Intensity Index. This is an initiative to assess the needs of caregivers who are patients at Henry Ford clinics, referring them to DAAA's Caregiver Support Services Team for needed resources, caregiver training, or further assessments.



For the first time, the Michigan Department of Health & Human Services provided funding for Respite Care and Caregiver Support services for the Home Help population. Selected participants were awarded \$3000 to receive respite care services over four months. DAAA oversees \$2 million for this program.

Also, from MDHHS, a \$100,000 grant for an Opioid Education Campaign targeted to older adults.



MMAP

In FY 2023-2024, our region reported:

- 2,826 Medicare beneficiaries served
- 1812 volunteer hours
- 382 applications for health care assistance
- 361 beneficiaries attended Senior Medicare Patrol forums on Fraud, Waste & Abuse
- 196 Enrollments
- 106 Outreach presentations

Goals Established With Strategic Planning

Delivering services and programs to the people we serve begins with a clear understanding of their needs, with a focus on what we seek to know. We often start with Census data, followed by other national, state and regional studies that often analyze unmet needs across different demographics of the people we serve.

DAAA augments this information with regional and local community profiles and work with community partners such as SEMCOG, local universities, and other researchers. Data also comes from the clients we serve, stakeholder surveys, focus groups, and interviews to get a representative sampling of area residents. This gleans quantitative data on demographics, needs, and the opinions of respondents. It is then the work of DAAA's Planning and Program Development Division work with our agency's Board of Directors to develop a three to five-year strategic plan that outlines our longer-term goals and objectives, all focused on meeting the needs of those we serve.

Highlights of the for 2021-2025 Strategic plan shared below provides a glimpse of planning, programming and accomplishments, all driven by data:

Strategic Goal I Social Determinants of Health: Final implementation of Inclusive Health Care Taskforce's community action plan through development of a senior mobile app, retirement guide, pop-up/on-site technology training, age-friendly communities report card, direct care worker training, and video series for social media programming targeting issues important to seniors are underway.

Strategic Goal II Emerging Needs and COVID-19: The pandemic revealed the breadth of unmet needs related to both physical and mental health, overall wellness, and achieving health equity. The Detroit Area Agency on Aging was a catalyst to provide in-home vaccinations, our effort to reach those most in need and typically the last ones to receive them. This was the pathway for future in-home flu shots, telehealth services, and ultimately the agency's In-Home Primary Care program, boosted with a \$500,000 grant from Michigan Health Endowment Fund. A \$100,000 Opioid Education Grant from MDHHS addressed the rising misuse of opioids among older adults.

Strategic Goal III Advocacy: DAAA's Executive Leadership, numerous Team members, and key community stakeholders are change agents, active in outreach, including presentations at state and national conferences and legislative briefings. Partnerships have grown among community-based organizations, including those with ARPA grants to expand their outreach to seniors and caregivers. Similarly, grant-makers in health are joining DAAA to address the growing needs of the senior population. Regular communications include a monthly e-newsletter, social media posts, and our collaboration and outreach with legislators.

Strategic Objective IV Public Image/Branding: Workshop presentations by DAAA Team members at the annual conferences of USAgings underscored DAAA's targeted programs, in addition to DAAA winning two Innovation awards. DAAA launched a Michigan Opioid Campaign to support Strategic Goal I.

Strategic Plan V Business Development: Expanded AmeriHealth service delivery into Oakland and Macomb counties; initiated work on transitioning agency from MI HealthLink to other viable funding streams to include pursuing and implementing a Dual Special Needs Plan; and continued to solidify cost-sharing to expand service options to middle income older adults.

Strategic Goal VI Technology: Transitioned Wellsky Information and Assistance, AIMS Nutrition Services, and NAPIS reporting into Mon Ami to support integrated client tracking and reporting; subscribed to Blooming Health to support communication with constituents through voicemail, texts and emails; and continued use of TCARE and Trualta to support family caregiving. In addition, DAAA upgraded the office communication system to Avaya Cloud Phone System.

DAAA TEAM MEMBERS FUEL RESULTS!

Detroit Area Agency on Aging is more than just a Team, it is a family dedicated to making a difference in the lives of those we serve. As we look to the future, we are committed to continuous improvement, innovation, and modernization. Our goal is to remain at the forefront of excellence.

Our Human Resources initiatives are designed to support and develop our most important asset, our Team members. We are committed to leadership development, providing opportunities for growth and advancement. Our Emerging Leaders Program is tailored to equip our Team with the skills and knowledge needed to lead with confidence and vision. Additionally, our new merit-based award system is designed to celebrate the achievements and contributions of our Team members. By acknowledging outstanding performance, we inspire a culture of excellence and motivate our Team to strive for greatness.



We are a talented team of employees in many positions...

- Accountant
- Administrative Assistant
- Caregiver Support Coordinator
- Community Health Worker
- Community Resource Specialist
- Controller
- Data Specialists
- Eligibility Assessor
- Financial Analyst
- Health & Wellness Educator
- Home Repair Specialist

- Human Resource Specialist
- IT Manager
- MHL Specialist
- Nurses
- Nurse Practitioner
- Nutrition Assessors
- Quality Accreditation Specialist
- SCSEP Coordinators
- Social Workers
- Wellness Program Coordinator
- Planners



**2024 Servant Leadership Award
Team Recipient - Amber Williams**

Our Core Values



Our Strengths

Adaptability	Experience	Loyalty
Communication	Integrity	Optimism
Dependability	Leadership	Passion
	Self-Confidence	

..and More!



BUILDING A COMMUNITY OF CARE: A HISTORY OF IMPACT

Congress passed the Older Americans Act (OAA) in 1965 to address the wide-ranging needs of older adults, and within a few years social movements triggered a move towards community-based planning for government-funded programs. When the OAA was reauthorized in 1973, Area Agencies on Aging were established to address the needs and concerns of all older Americans at the local level. States were divided by geographic area, providing everyone with an opportunity to participate in the planning of services for older adults in their community. In this region, periodic surveys, community forums and listening sessions provide much of the data to prioritize the needs of those we serve.

A lot has changed over our 45+ years. The rising tide of healthcare needs due to an aging population has become multifaceted with a higher prevalence of chronic diseases and the need for more services. Many older adults experience shrinking support networks and resources at the same time as their care needs become more complex.

Decades of research demonstrate that improving social conditions — such as access to stable income and housing, nutritious and sufficient food, appropriate health care, and reliable transportation — is critical to improving overall health and reducing disparities in health outcomes. We began with in-home care, meals, and health and wellness classes. Now, we also support family caregivers, and we partner with healthcare professionals and community-based organizations to expand and tailor services to more effectively impact the independence and quality of life for our constituents.

We never stop strengthening our services. Our impact grows because our collaborative culture pushes boundaries and drives fearless change.



IMPACT: KNOWING HELP IS ON THE WAY

DAAA's Information and Assistance Call Center received 18,311 calls during FY2024, each one answered by a trained I&A Specialist: One call was from a 97-year-old Meals on Wheels recipient who, after a hospital discharge, was recovering from a fall with fractured ribs and shivering in her home with a faulty furnace, despite recent service calls. The I&A Specialist knew immediate help was needed and quickly emailed one DAAA department that was able to connect directly with the vulnerable senior — as well as several service providers -- to put action steps in place. This was just 17 minutes after the initial call to the agency.

IMPACT: HEALTH & SAFETY FIRST

Frontline service seldom comes from a single entity. When the basement of one Detroit resident flooded, both her furnace and hot water tank were out of commission. With loads of belongings stored in the basement, it was considered “a total mess.” The homeowner may have called the Detroit Police Department first, because the officer who responded triggered the connections to plumbing and

IN-HOME PRIMARY CARE

The Telehealth and Remote Patient Monitoring program has merged with Home-Based Primary Care to enhance DAAA's ability to provide medical services to homebound individuals. In FY24, the program welcomed its first in-house nurse practitioner, and a full-time Community Health Worker to support the evaluation of social determinants of health, care plan development, and documentation of resolutions. The goal: A strategic approach to providing direct care services enabling adults to live full lives, age safely, and enhance their overall quality of life -- all in collaboration with community service partners to foster a culture of health equity.

Then, in just over an hour, help was on the way: Immediate response from the utility company; a volunteer Team member with groceries; and an appointment with a health care provider for a home health referral, since none was made when the homeowner was discharged from the hospital. The person scheduling the appointment was astute and made sure it included home health and social work.

It takes a village to impact the lives of others. At the Detroit Area Agency on Aging, we are grateful for our team of 140 providers and numerous community partners who always put the lives of others first. It's Servant Leadership at its best, and in this case, in just over 60 minutes.

heating providers. The City of Detroit Department of Neighborhoods was in the loop, and even Detroit's Community Relations Director who called her contact at DAAA, who then called DAAA's Home Repair Manager, who then called one of DAAA's commercial and residential cleaning services – and the clean-up was soon underway. All parties demonstrated their commitment to serving older adults in their lowest moments, supporting them with the resources and care that nurture their well-being. It was social impact – a community of care at work!

DIRECTING OLDER VETERANS TO SERVICES

Many veterans face physical, psychological and psychosocial issues long after they've left the battlefield, all limiting their activities of daily living. Research has shown that over 50% of elder veterans report difficulty in functioning and rate their health status as fair or poor. Many have been unaware of in-home care and nutrition services available from the Detroit Area Agency on Aging until we find them – and most can live longer with the programs that address the ongoing medical management of chronic disease and the provision of long-term care services.

MEETING PEOPLE WHERE THEY ARE

DAAA's solid team of nurses, social workers and Community Health Workers are on the front-line for service, and they often meet potential program participants through referrals from social service agencies and individuals previously helped by our agency. The concept of meeting people where they are stems from genuine care, intentionality, and building trust. It is about going to the places people frequent, often including local health clinics. It is also about recognizing that reducing health disparities is an "all hands-on deck" effort, and that no one organization or institution can do it on its own.

TRANSITIONAL CARE: FROM HOSPITAL TO HOME

In a pilot with Health Centers of Detroit, DAAA's Home - Based Primary Care program kept up with patients before discharge and for three months after. A DAAA Team member kept them informed about their condition, recovery, and understanding what could and could not be done. From wound care to using medical equipment, a skilled Community Health Worker made sure everything was in place for a successful recovery. The first person in the program sent a text: "I was so confused because the discharge nurse did not go into enough detail, and I didn't know what questions to ask. I appreciate your help! Thank God they have nurses like you."

In-Home Care for Qualifying MI Choice Waiver Recipients

Through the Michigan Home Help Program (Medicaid), the eligible participants can hire and employ their caregivers, including relatives, friends, neighbors, or healthcare agency employees.

- Medication Management
- Home-Delivered Meals
- Multi-Disciplinary Care Team Conferences
- Chore Services
- Transportation Support
- Housing Assistance
- Home Repairs
- Respite
- & more, with funding from Michigan Department of Health & Human Services



Building a Community of Care

ARPA Grants Expand Senior Services

With funding from the (ARPA) American Rescue Plan Act, **these 10 community-based organizations received one-time funding through the Detroit Area Agency on Aging** to initiate programs focused on the well-being of older adults – grants in these six categories: Case Coordination & Support; Caregiver Education, Support & Training; Navigator Services; Disease Prevention and Health Promotion; Home Repairs; and Information Technology. Their results expand aging services delivery in our region and contribute to greater collaborations and outcomes.



Cass Community Social Services

Fighting poverty and creating community are the core of this agency's work through its programs for food, health, jobs and housing. The ARPA funding is providing home repairs for seniors, supporting their safety, health, and overall well-being. Homeowners can age in place, maintaining their independence, and improving their quality of life – all crucial components of CCSS's comprehensive social service strategy that aims to enhance the quality of life for all older adults, strengthening the overall social fabric of the community.



The Helm

The Helm at the Boll Life Center serves residents of the Grosse Pointes and Harper Woods, providing programs, services, support groups and events that help seniors live independently and with dignity. With its ARPA funds, upgraded computer equipment, including new laptops, is expanding digital training. Service hours now include evenings on Tuesdays and Thursdays, and new health and fitness classes have been added to existing programs. The new schedule is valuable to those who are still working or who simply prefer evening programming.



Chance for Life

Chance For Life in Southfield, MI offers behavioral and life skills training with its ARPA funds to implement SOAR -- Seniors Optimizing and Advancing Reentry – a program to enhance the lives of Detroit area seniors (60+) reentering society after incarceration. SOAR is a 30-hour transformation course covering health and substance use disorders, family reunification, and assistance with essentials like food and clothing -- support services tailored to the needs of the individual – all leading to improved health, stronger family and community connections, and increased self-sufficiency.



Hannan Center

Hannan Center offers social services, workshops, and an adult day program for older adults 55+ in Michigan, now celebrating its 100th anniversary. Hannan Center has helped many older adults connect to environmental resources and social supports that help them age in place and community. The ARPA funds will further expand Hannan Center programming, including its social work and creative aging courses and workshops – all to solidify its role in the community and address the fractured nature of resources for older adults in metro Detroit.

Additional ARPA funding went to:

- **Delray United Action Council and American Chinese Association** to purchase vans;
- **North American Indian Association** for a walk-in cooler to support congregate meals;
- **LA SED My Senior Center** for software; and
- **Universal Dementia Caregivers** for caregiver education, training and support.



Detroit Association of Black Organizations

DABO is a federation of over 130 black and non-black organizations working to build community unity, self-sufficiency, health, and wellness. The ARPA grant expands caregiver support and training with free clinic services and screenings to seniors, health education, and wellness services. With expanded programs and services, the agency also addresses health disparities to increase access to quality health care. DABO, founded in 1979, has a rich legacy of empowering individuals and organizations to contribute to a brighter future for Detroit.



Mi Gen

As Michigan's only organization dedicated to LGBTQ+ older adults and their caregivers, the Michigan LGBTQ+ Elders Network (MiGen) provides individuals and their service providers with tailored, culturally competent solutions, knowledge, and tools to offer affirming care for those they support, while also fostering their own well-being and resilience in the caregiving process. With its ARPA grant, a monthly, virtual support group will expand caregiving programming to field inquiries, provide referrals and resources, extend outreach to more caregivers, and ultimately improve the well-being of those in their care.



Southeast Michigan Senior Regional Collaborative

This nonprofit serving caregivers, older adults, and those with disabilities works to strengthen the aging services network by capacity building through leadership/professional development and community empowerment. Known as the SRC, it hosts a member network of 40+ organizations, including nonprofits and public sector entities. ARPA funds are directed to its efforts in building a regional family caregiving coalition, along with specialized education and training through its Leadership and Training Institute.



Association of Chinese Americans – Detroit

ACA is a leader in meeting the changing needs of Chinese Americans, promoting their welfare and interests, encouraging their participation in American life, and consistently advocating for justice and equality. ARPA funding is addressing disease prevention and health promotion, with a series of workshops unique to the challenges and strategies to manage the many health risks within the community. ACA also assists many Chinese American older adults and their caregivers to locate, translate and disseminate resources to support their varied needs. ARPA funding also supported the purchase of a van.



St. Patrick Senior Center

For over 50 years, this bustling center in Midtown Detroit has been known for its resources, senior wellness programming, recreation, and most recently digital literacy. Its ARPA funding is reinforcing its position as one of Detroit's tech hubs with added laptops, helpful to seniors who have yet to master the skills that can help them with basic computer tasks, guarding against health misinformation, and making it possible for some to return to the workforce and, as well. ARPA funding also supported the purchase of kitchen equipment to support the center's congregate meal program.



Neighborhood Legal Services Michigan

NLSM offers one-of-a-kind services as a regional business and non-profit collaborative coordinating for community outreach and pro-bono partnerships for advocacy, education, and resources of human survival. The Elder Law & Advocacy Center, a division of NLSM, provides free legal services to adults age 60+ and their caregivers. The ARPA grant will support the education of caregivers on Long Term Care, Medicaid, Nursing Home options, and the MI Choice Waiver program.



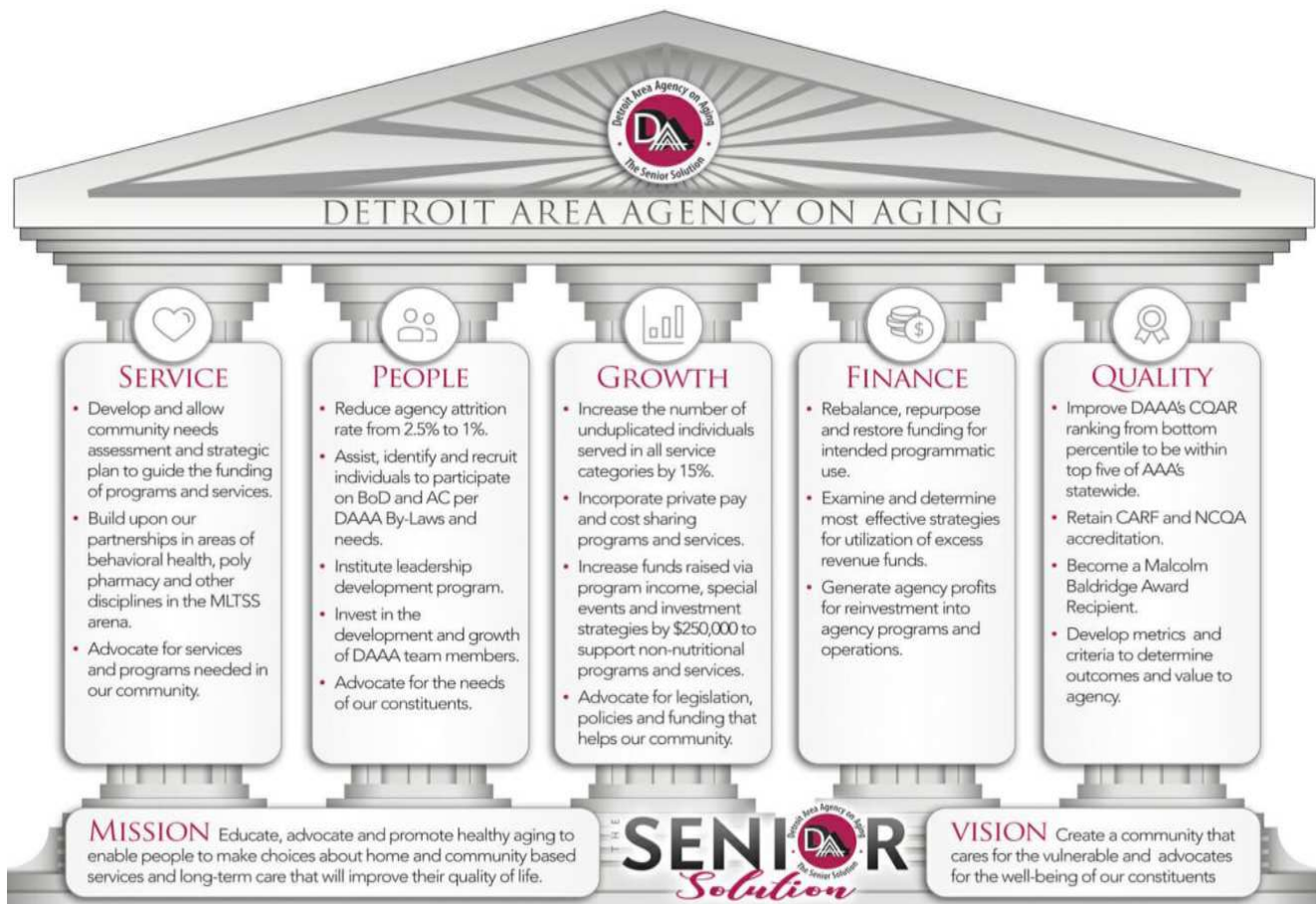
More Older Adults, More Services Needed *Better Decisions, Better Service*

The Detroit Area Agency on Aging, along with other aging services providers, is committed to expanding services that will not only meet current needs of older adults but will consider the lifespan issues of younger generations as they age.

U.S. Census Bureau data show the nationwide population over the age of 65 is expected to rise dramatically, from 56.1 million in 2020 to 82.1 million by 2050. The massive increase in the number of older adults is compelling governments and the private sector to rethink approaches to health care, social services, housing and more to help older adults live well as they age.

In 2010, Michigan's population age 60 and older stood at 1.8 million. Today, that number has grown to approximately 2.5 million people, the fastest growing population segment in our state: 25.3% of the state's population (2021 U.S. Census Estimates). This is the Baby Boom generation, already expecting more choices for services to support their lifestyle and independence as they age. Data reflects their needs, including variances by age, health, and economic status.

Strategic planning gives us a map to serve others. The mission and vision of our agency fuel the journey.



DAAA SERVICE REPORT

FY 2023 - FY 2024			
SERVICE CATEGORY	# Of Clients	# of Units	Funding
Supportive Services:			
Adult Day Services	42	17,587	\$ 147,966
Caregiver, Education, Training & Support	4,980	26,385	\$ 582,565
Case Coordination & Support	19	278	\$ 84,479
Chore Services	188	1,203	\$ 64,330
Community Service Navigator	7,747	10,806	\$ 523,876
Disease Prevention Health Promotion	3,439	9,708	\$ 586,714
Elder Abuse Prevention	473	449	\$ 17,616
Friendly Reassurance	595	11,463	\$ 136,369
Home Repair Services	107	747	\$ 207,314
Homemaker	266	19,425	\$ 441,155
Kinship Support Services	57	1,365	\$ 61,174
Legal Assistance	776	2,064	\$ 122,600
Outreach	3,249	9,662	\$ 263,087
Personal Care	211	13,953	\$ 343,671
Social Determinants of Health Coordination	377	11,315	\$ 158,299
Respite Care	26	6,261	\$ 152,007
Transportation	1,234	21,174	\$ 150,146
Sub-Total:	23,786	163,845	\$ 4,043,368
DAAA Services:			
Care Management (Project Choice)	275	2,534	\$ 799,734
Community Health Promotion	2,131	2,410	\$ 345,204
Emergency Gap-Filling	2	2	\$ 6,010
Information & Assistance	7,096	10,185	\$ 509,356
Long Term Care Ombudsman	1,938	380***	\$ 190,850
Options Counseling	12	62	\$ 37,127
Sub-Total:	11,454	15,193	\$ 1,888,281
DAAA Nutrition Services:			
Congregate Meals	2,190	93,605	\$ 459,808
Nutrition Services Incentive Program (NSIP)	110	17,535	\$ 1,392
Home-Delivered Meals	4,084	591,146	\$ 3,733,384
Shelf Stable Meals	1,755	8,775	\$ 33,022
Oral Nutrition Services	983	96,768	\$ 168,150
Friends of Detroit Meals on Wheels	30	6,449	\$ 35,536
Holiday Meals on Wheels	5,671	9,000	\$ 85,016
Wayne County Veteran Meals	86	14,734	\$ 56,435
Sub-Total:	14,909	838,012	\$ 4,572,743
DAAA Long Term Care Services:			
Mi Choice Home & Community-Based Waiver	1,786	1,773,510	\$ 41,361,786
Veterans Administration – Home & Community-Based Services	90	92,665	\$ 2,130,945
MI Health Link	1,450	1,386,424	\$ 35,424,603
Sub-Total:	3,602	3,252,599	\$ 78,917,334
GRAND TOTAL:	53,751	4,269,649	\$ 89,421,726

*Some clients appear in more than one service category.

**MMAP and SCSEP funded under other services and not included in the total with Older American Act Services

***Reflects number of nursing home visits



Public Officials Pay Attention

Advocating for seniors is a critical responsibility of the Detroit Area Agency on Aging. We represent the interests of older adults by educating public officials, consumer advocates, and the community about the needs of older adults.

In 2024, we boarded a bus to Lansing, MI with over 50 seniors to celebrate Older Michiganians Day and to engage with legislators on the lawn of the State Capitol. This is an annual event organized by the Area Agencies on Aging Association of Michigan, representing the 16 AAAs in our state, and presenting the following platform for state legislators:

- Increase Long-Term Care Ombudsman funding
- Expand access to MI Choice Waiver program
- Increase access to Home and Community-Based Services (HCBS)
- Support family and informal caregivers

Our engagement resulted in calls and letters to Michigan legislators who approved the following:

- \$3 million for expansion of the Ombudsman program to support older adults in long-term care living facilities.
- \$5 million authorization increases for HCBS (\$2.2 million), nutrition services (\$2 million), and senior respite services (\$800,000)
- Medicaid private duty nursing rates were increased by 25% (\$5.3 million)

FUNDING FUELS OUR MISSION

*Thanks to the support of the DTE Foundation and its **164 volunteers**, homebound older adults in Metro Detroit could count on holiday meals and a warm smile from a volunteer on Christmas Day with a **\$45,000 contribution** that covered **5,500 meals**. It's an investment with direct impact on those we serve, helping to build and maintain a community of care.*



Detroit Area Agency on Aging
STATEMENT OF REVENUES & EXPENDITURES
OCTOBER 1, 2023 - SEPTEMBER 30, 2024

Numbers rounded

PUBLIC SUPPORT & REVENUE		
Federal Funds	\$41,554,541	38.75%
State Funds	22,036,711	20.55%
Private Contributions (Net of Direct Costs of \$107,855)	126,015	0.12%
Other Funds	4,426,999	4.13%
MI Health Link	37,883,404	35.33%
In-Kind & Program Income	1,212,513	1.13%
Total Revenue	\$107,240,183	100.00%
EXPENDITURES		
AAA Administration	\$1,182,660	1.14%
Supportive Services *	5,600,768	5.40%
Nutrition **	4,592,760	4.43%
Michigan Health Link	36,999,815	35.69%
Senior Employment and Training	597,028	0.58%
Medicare Medicaid Assistance Program	226,203	0.22%
Care Management	799,734	0.77%
Michigan Choice Elderly & Disabled Waiver	50,307,210	48.52%
Veterans Home and Community Based Services	2,081,868	2.01%
Other	1,288,127	1.24%
Total Expenditures	\$103,676,173	100.00%
Excess Revenue over Expenditures	\$3,564,010	

* *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 21, 2025

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

Auditor's Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Detroit Area Agency on Aging as of September 30, 2024, 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.



Building a Community of Care

At the Detroit Area Agency on Aging, everything we do is focused on strengthening and expanding our services to allow more people to live independently in the home of their choice.

The members of our Board of Directors and Advisory Council are all Servant Leaders, committed to our governance, strategic direction, and fulfillment of our mission. Our 140 Team members, no matter their position, are building their professional competencies and better understanding how our work is at the intersection of both health and social services.

As an aging services organization, what we do not only complements medical care, but it helps improve it. We work with integrated care organizations, healthcare providers, and other community-based organizations to ensure better health outcomes, including the need for adequate nutrition, transportation to medical appointments, and personal care in the home.

Together, we meet people where they are, providing the information or services they need. We want to make sure the proper primary care, behavioral and mental health care, and specialty care are in place for them. Our focus is on the whole person, and we want everyone we serve to live longer, healthier lives.

It's a shared vision with value, and we hope to make it contagious!

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Communities Served by DAAA

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

DETROIT

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www.detroitmi.org

HAMTRAMCK

Mayor Amer Ghalib
www.hamtramck.us

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www.harperwoodscity.org

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www.highlandparkmi.gov

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www.grossepointecity.org

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www.grossepointefarms.org

GROSSE POINTE PARK

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www.grossepointepark.org

GROSSE POINTE SHORES

Mayor Ted J. Kedzierski
www.gpshores.gov

GROSSE POINTE WOODS

Mayor Arthur W. Bryant
www.gpwmi.us

Five Community Hubs Support Social Connections

1

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

2

The Helm Life Center
158 Ridge Rd.
Grosse Pte. Farms, MI 48236
313-882-9600

3

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

4

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

5

**Association of Chinese Americans
– Detroit Center**
4750 Woodward Ave.
Detroit, MI 48201
313-831-1790





Every individual deserves the opportunity to age with grace, supported by the resources and care that nurture their well-being.

At the Detroit Area Agency on Aging, we are committed to creating an environment where seniors can thrive, sharing their wisdom and vitality, while also fostering a deeper understanding across generations that enriches the entire community and strengthens the bonds between all ages.



- Information & Assistance
- Nutrition Services
- Health & Wellness
- Home-Based Primary Care Services
- Long-Term Care Ombudsman
- State Health Insurance Program
- Senior Community Service Employment Program
- Community Wellness Service Centers
- Grandparents Raising Grandchildren
- Caregiver Support, Training & Resources



DetroitSeniorSolution.org | (313) 446-4444
1333 Brewery Park Blvd. Ste. 200, Detroit, MI 48207