

REGION 9 AREA AGENCY ON AGING ANNUAL REPORT 2025



A DIVISION OF NEMCSA

**TO PROMOTE LIFELONG INDEPENDENCE
AND DIGNITY FOR ALL INDIVIDUALS
AND TO ASSIST THE AGED AND
DISABLED IN MEETING THAT GOAL.**

LETTER FROM OUR DIRECTOR



LAURIE SAUER

It is my pleasure to share the Region 9 Area Agency on Aging (AAA) Annual Report and reflect on another year of service, collaboration, and impact. This past year demonstrated the strength of our community and our shared commitment to supporting older adults and caregivers across our region.

In this annual report, you will read about new programs launched, community partnerships forged, and, most importantly, the thousands of lives touched by the Region 9 AAA. From expanding access to critical supports to strengthening coordination across systems, our work continues to be guided by the goal of improving the quality of life for older adults.

None of this would be possible without the dedication of our staff, the commitment of our service providers, and the trust of the individuals and families we serve. Your collaboration allows us to respond to evolving needs while maintaining a strong focus on dignity, independence, and choice.

As we look ahead, we remain committed to continued growth in services and programs that allow seniors to age in place, safely and with the supports they need to thrive. We are excited about the opportunities ahead and grateful for the partnerships that make this work possible. Thank you for your continued support of Region 9 Area Agency on Aging and for helping us build stronger, more age-friendly communities.



MISSION:

To promote lifelong independence and dignity for all individuals and to assist the aged and disabled in meeting that goal.



VISION:

Every person is empowered to achieve their fullest potential.



VALUES:

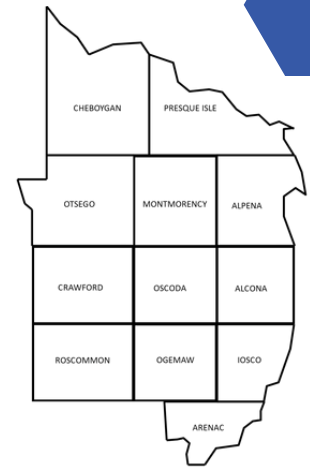
The four cornerstones of our beliefs and values are dignity, empowering people, diversity, and accountability.

ABOUT REGION 9 AREA AGENCY ON AGING (AAA)

Established in 1974, Region 9 Area Agency on Aging (AAA) is a nonprofit 501(c)(3) organization with a rich history of supporting older adults, adults with disabilities, and family caregivers in Northeast Michigan through the Northeast Michigan Community Service Agency (NEMCSA). Region 9 AAA coordinates and develops a comprehensive service delivery system for older adults and adults with disabilities in a 12-county service area.

Services include: Congregate Meals, Home-Delivered Meals, Homemaker Services, National Family Caregiver Support Program, Personal Care, Respite Care, Legal Assistance, Evidence-Based Disease Prevention, Health Promotion and more.

This report will show the impact of Region 9 AAA as well as the local providers.



SUPPORTIVE SERVICES



HEALTH & WELLNESS



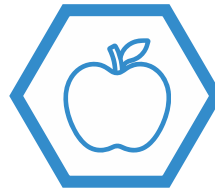
CAREGIVER SUPPORT



INFORMATION & REFERRAL



NUTRITION



ELDER RIGHTS



NEMCSA-Region 9 Area Agency on Aging received a \$1,378,508.00 grant to develop a new program offering person-centered options counseling and Medicare counseling services across a 22-county region in northern Michigan. In partnership with the Area Agency on Aging of Northwest Michigan, the Disability Network of Northern Michigan, and the Disability Network of Mid-Michigan, the agency launched the implementation of the MI Options Program.

OUR SERVICE POPULATION

- Ten counties median age 50+.
- 2024 Census population is 218,610, with 82,535 over age 60 (37.75%) which is 13% higher than the State average (24.79%).
- There are no federally recognized tribes headquartered within our service area.



14.1% live in poverty.



11.2% are Veterans.

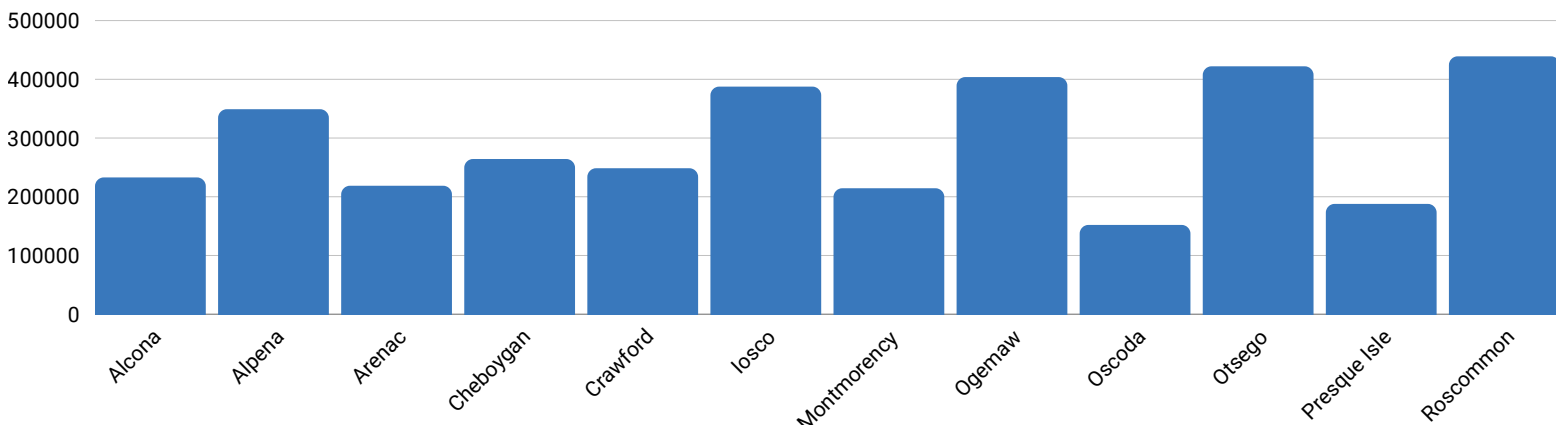


Fastest growing population.



Second Largest AAA Geographically in Michigan.

DIRECT FUNDS PROVIDED TO COMMUNITY PARTNERS BY COUNTY

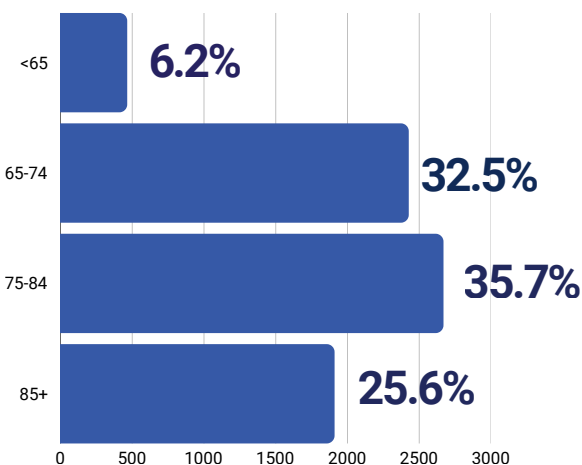


OLDER AMERICANS ACT (OAA) FUNDING THROUGH COUNTY COUNCILS/COMMISSIONS ON AGING (COA)

The Region 9 AAA values community partnerships and collaborates with local service organizations to provide supportive programs and services for older adults and caregivers. Through the Older Americans Act, Region 9 AAA receives Federal and State funding that is contracted to local organizations serving our service area.

The twelve local county Councils/Commissions on Aging are the community focal points for five contracted services for the region.

PARTICIPANTS BY AGE



County	Number of Participants				
	Homemaker	Personal Care	Respite	Home Delivered Meals	Congregate Meals
Alcona	99	21	17	211	292
Alpena	84	23	9	361	285
Arenac	86	40	8	158	110
Cheboygan	55	14	7	259	172
Crawford	75	11	10	172	837
Iosco	143	14	9	485	539
Montmorency	84	17	19	229	151
Ogemaw	141	43	18	364	434
Oscoda	106	17	5	150	137
Otsego	268	64	14	221	451
Presque Isle	30	0	2	166	206
Roscommon	105	39	26	307	393
Totals	1,276	303	144	3,083	4,007

MISSION-DRIVEN – RESULTS-ORIENTED OAA SERVICES



74,382 In-Home Service (Homemaking, Personal Care, and Respite) Hours Provided
Direct Care Worker premium pay \$246,101.



133,400 Congregate Meals Served
Meals served in a community group setting.



534,675 Home Delivered Meals Served
Meals delivered to participants' homes.



24 Disease Prevention/Health Promotion Workshops
308 People enrolled in classes.



2,156 State Health Insurance Assistance Program (SHIP) Contacts (formally called MMAP)
Provided by 19 SHIP counselors.



587 Hours of Legal Services
68 Seniors received free legal assistance.



129 People Learned About Elder Abuse Prevention
19 hours of collaboration with law enforcement and awareness provided.



300 Medication Management hours, provided to 19 Program Participants
Including filling medication organizers, calling in prescriptions, coordinating prescription pickups, and educating participants on safe and effective medication use.



5 Older Adults Received Job Training with the Senior Community Service Employment Program (SCSEP)



5,756 Hours provided by Adult Day Services
Provided to 40 participants, by four Adult Day Centers.



58 Participants were provided with Assistive Devices



COMMUNITY BASED-CARE (CARE MANAGEMENT-WAIVER)

NEMCSA Care Teams provided care management services to 187 participants in FY 2025. This includes performing assessments, reassessments, care plans, arranging services, person-centered advocacy, and more. The MI Choice Waiver program provides long-term support and services to 599 older adults and individuals with disabilities to age in the comfort of their own home. The MI Choice Waiver program gives participants choice and independence.



786 Community-Based Care participants within the Care Management - Waiver Program.



386,961 hours of Community Living Supports provided to MI Choice Waiver participants .



60,030 Home Delivered Meals provided to Community Based Care Participants.

PROVIDER NETWORK

Our robust provider network of 63 entities is the backbone of all supportive services in Nutrition, Long-Term Care Services, and other areas of our work. It is a collaborative network that touches individuals' lives to maintain independence and improve quality of life.

Commuity Based Care Programs	MI Choice Participants	Care Management Participants	Total by County
Alcona	16	5	21
Alpena	84	33	117
Arenac	64	10	74
Cheboygan	55	29	84
Crawford	28	15	43
Iosco	72	23	95
Montmorency	27	13	40
Ogemaw	61	14	75
Oscoda	14	7	21
Otsego	81	12	93
Presque Isle	27	9	39
Roscommon	70	17	87
Totals	599	187	786

Economic Impact of MI Choice Waiver Program Across 12-County Service Area (Direct Service Costs)



\$13,945,007



FY 2025 FINANCIAL SUMMARY

REVENUE

MI Choice Medicaid Waiver	\$17,797,341
Federal Grants	\$2,171,378
State Grants	\$2,108,208
Local Revenue	\$407,452
Program Income	\$1,273,874
TOTAL	\$23,758,253

EXPENSES BY PROGRAM

MI Choice Medicaid Waiver	\$17,797,341
In-Home Services	\$1,779,619
Congregate Meals	\$1,034,331
Home-Delivered Meals	\$1,918,742
Care Management & Targeted Case Management	\$512,938
Admin	\$246,487
Other Community Services	\$330,544
Long Term Care Ombudsman Services	\$69,804
Senior Community Service Employment Program	\$68,447
TOTAL	\$23,758,253



ELDER, ABUSE, NEGLECT, AND EXPLOITATION CONFERENCE

In August, the Region 9 AAA held an Elder Abuse, Neglect, and Exploitation Conference in Iosco County. Region 9 AAA is dedicated to preventing and identifying elder abuse within our communities. Approximately 70 participants attended.

Region 9 AAA assembled hundreds of bags that were distributed to all Adult Foster Care home residents. The bags included a fleece blanket, water bottle, calendar, lotion, lip balm, adult coloring book, colored pencils, tissues and more.

CAREGIVER CORNER

A physical space in 29 rural libraries to provide family caregivers with resources, tools, and information. Partnering county libraries include: Alpena, Alcona, Cheboygan, Crawford, Ogemaw, Oscoda, Otsego, Montmorency, Presque Isle, and Roscommon.

Each partnering library has available for checkout caregiver books, dementia toolkits, iPads, and dementia DVD sets.



CAREGIVER EMPOWERMENT AND WELLNESS CONFERENCE

In April, Region 9 AAA hosted an in-person Caregiver Conference at the Crawford County Commission on Aging. 47 participants attended from 8 counties.

In May, the Region 9 AAA hosted an event at the Saganing Tribal Center with 40 participants in attendance and 13 vendors present. Topics covered during the event included Take a Break, Before You Break, Technology Tools for Caregiving, and Understanding Alzheimer's & Dementia with a focus on dementia trends within Native American communities.

OLDER MICHIGANIANS DAY

Region 9 AAA was represented by 27 participants at Older Michiganians Day, demonstrating strong advocacy on behalf of older adults and caregivers.

In addition, more than 530 signed letters of support for the Older Michiganians Day platform were collected from program participants and community members. These letters were hand-delivered to each legislative office representing our twelve-county service area.

Lorelei King of Crawford County provided a welcome address, helping set the tone for the day's advocacy efforts. Attendees urged lawmakers to support programs and services both locally and statewide that address the identified needs of older adults, caregivers, direct care workers, and the Long-Term Care Ombudsman program.



USAGING ACHIEVEMENT AWARD

Region 9 Area Agency on Aging was honored with the 2025 USaging Achievement Award for its Caregiver Webinar Series, an innovative program created in response to the COVID-19 pandemic to support isolated older adults and family caregivers.

Designed to reach caregivers who were unable to attend in-person events due to caregiving responsibilities and limited respite, the free virtual webinars have continued to thrive post-pandemic.

Participation has grown steadily, reaching 319 attendees this past year, and feedback shows strong impact, with 99% of participants reporting virtual webinars are as educational as in-person events. Through strong partnerships and expert presenters, the series continues to provide accessible, practical support to caregivers across Region 9's rural communities.



CAREGIVER RESOURCE CENTER (CRC) GRANT

Region 9 AAA utilized the CRC funds to create new caregiver programs as well as support existing caregiver programs and infrastructure. New caregiver programs created include collaborating with other AAAs to offer statewide virtual support groups, a four-week self-care module with a caregiver handbook, and Caregiver Corners in partnership with 29 local libraries in Northeast Michigan. To complement the Caregiver Corners in local libraries, Region 9 AAA offered two trainings to local library staff on Dementia Basics and Community Resources. In addition to the new programs, Region 9 AAA offered funding to each of the twelve COAs in our service area to provide funding for Caregiver Education events, and eight of the twelve COAs (Alcona, Alpena, Crawford, Iosco, Ogemaw, Otsego, Montmorency, and Roscommon) participated and hosted Caregiver Education events.

NORTHEAST MICHIGAN REGIONAL COUNCIL ON AGING

The Northeast Michigan Regional Council on Aging, and advisory board to the Region 9 AAA, consists of representatives from our twelve service counties. Members help identify the needs of older adults, disseminate information about available services in their communities, identify available resources, advocate on behalf of older adults in Northeast Michigan, and present their recommendations to the NEMCSA Board of Directors.

CHAIR AND VICE CHAIR

Terry Dutcher – Iosco
Dennis Fay – Presque Isle

MEMBERS-AT-LARGE

Darlene Huff – Alpena
Ron Odenwald - Cheboygan
Scott Ulery – Crawford
Shelby Gohl - General Public
Bill Stypick - Veterans Representative

REGION 9 COA DELEGATE

Dale Evilsizer - Iosco

STATE ADVISORY COUNCIL

Richard Douglas - Iosco

MICHIGAN SENIOR ADVOCATES (MSAC)

Lorelei King – Crawford

DELEGATES

Kim Fleming – Alcona
Bonnie Altman – Alpena
Kimberly Pappas – Cheboygan
Lorelei King – Crawford
Crystal Yachcik – Iosco
Amy Beach – Ogemaw
Connie Messina – Otsego
Mitzi Downs – Presque Isle
Chuck Corwin - Roscommon

**MICHIGAN
COMMUNITY
ACTION
VOLUNTEER
OF THE YEAR
AWARD
WINNER
LORELEI KING**

HEALTH AND WELLNESS

- 308** participants were served through 24 Health and Wellness workshops.
- 10** Healthy Living webinars took place, 54 participants attended.
- 17** Coaches from 8 counties attended the Matter of Balance Refresher in Gaylord.

CAREGIVER OUTREACH

- 7** Caregiver Newsletters and press releases went out.
- 11** Caregiver/Dementia webinars took place, 69 participants attended.
- 36** Kinship Care applications were approved by the AAA to 22 families, 30 youth across 6 counties with \$21,505 being utilized.



LONG-TERM CARE OMBUDSMAN PROGRAM

Our Ombudsman staff work to enhance the long-term care system by advocating for the welfare of long-term care residents and overseeing compliance with regulations and policies.



Nursing Homes



Nursing Home Beds



Homes for the Aged



Homes for the Aged Beds



Adult Foster Care



Adult Foster Care Beds



173 visits to licensed homes.



33 cases opened and 28 closed with 47 complaints.



12% of complaints were regarding admission, discharge or transfers.



35% of complaints were regarding care.

Thank You

To our partners who provide services.
We are grateful for the incredible work that they do.

Alcona County Commission on Aging
Alpena Senior Citizens Center
Alzheimer's Association
Area Agencies on Aging Association of Michigan
Arenac Public Transit Authority
Aspen Ridge Retirement Village
Au Gres Care Center
August Haus Senior Living
AuSable In Home Cares LLC
Big John's Lawn Care
Catholic Human Services
Cheboygan County Council on Aging
ComForCare Home Care
Community Home and Health
Compassionate Care Home Health
Crawford County Commission on Aging
CST
Disability Network Michigan
District Health Department #4
Eden Fields Assisted Living
Elder Abuse Task Force
Gentle Winds, LLC
Good Samaritan Medical Transport
Great Lakes Home Healthcare Services, Inc.
GT Independence
Guardian Medical Monitoring
Hale Creek Manor
Harbor Care Associates, LLC
Hart Medical Equipment
Homestyle Direct
Hospice of Michigan
Iosco County Commission on Aging

Imperium Home Care
Kay's Caring Hands, LLC
Leelin Home Health Care
Legal Services of Northern Michigan
Lifeline
MacNeil Contracting
MedScope Emergency Response and Data Services
Michigan Department of Health and Human Services
Mom's Meals
Montmorency County Commission on Aging
MSU Extension
Northeast Michigan Home Health Care, LLC
Ogemaw Commission on Aging
Oscoda County Council on Aging
Oscoda Fields Assisted Living & Memory Care
Otsego County Commission on Aging
Presque Isle County Council on Aging
QMedic
Roscommon County Commission on Aging
Stuart T. Wilson CPA, PC
Sunrise Side Home Healthcare
Sunrise Side Senior Services
Tawas Manor
Tawas Village
The Brook Retirement Communities
The Horizon Senior Living
Thunder Bay Transportation Authority
Tommy Kasubowski
Turning Brook
VRI
Woodland Acres



Donate



Volunteer



Website



AREA AGENCY ON AGING

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