ENGAGE | EMPOWER | SUPPORT

Metropolitan Area Agency on Aging

2017 Annual Report
2017
YEAR IN REVIEW

It’s our pleasure to introduce the 2017 Annual Report for Metropolitan Area Agency on Aging (MAAA). 2017 was a defining year. Through new innovations and our long-held practice of strategic partnerships, MAAA’s work advanced to a new level of impact.

Partners in all roles—collaborators, participants, volunteers, funders, contractors—have been generous with resources and time. Like us, they know that the environment demands responsiveness to a growing older population. MAAA demonstrated in 2017 that we can conceive, lead and sustain large collaborations that help network partners recognize and act on new opportunities for service delivery and sustainable revenue streams.

We know three things for certain: First, we care deeply about older adults and family caregivers. Second, we’re grateful to serve as the Area Agency on Aging for the Twin Cities region and for opportunities to partner more expansively for the benefit of older Minnesotans. And finally, we will continue to strengthen our efforts to help communities thrive and to help older adults live their best lives at home as they age.

Randy Maluchnik  
President

Dawn Simonson  
Executive Director

BY THE NUMBERS

89,729  
Served by the Senior LinkAge Line®

445  
Outreach presentations and events

34,649  
People at events, presentations and exhibits

1,091  
People received Medicare counseling at community sites

74  
Volunteers trained to provide Medicare information

36,359  
Pre-Admission Screening and Resident Reviews

7,420  
Hours contributed by MAAA volunteers

362  
People assisted in transition from facility to home
COMMUNITY CHANGE, ONE FRIEND AT A TIME

Everyone can play a role in making his or her community welcoming and safe for people living with dementia. Attending a Dementia Friends information session is a great way to learn what to do—and what not to do, and it takes only an hour. Participants walk away with a full heart and determination to make a difference for at least one person.

Minnesota has led the way in helping communities support people with dementia, and MAAA has been the key administrative partner and community-change lead in these efforts. Through ACT on Alzheimer’s, more than 50 Minnesota communities worked on becoming dementia friendly during 2017.

Dementia Friends is a global movement for changing the way people think, act and talk about dementia. With MAAA’s leadership, ACT introduced Dementia Friends in Minnesota, and by the end of 2017 communities activated more than 10,000 Dementia Friends. Nonprofits, local governments, businesses and faith-based groups collaborate in these efforts. And, with support from the Greater Twin Cities United Way, MAAA customized the Dementia Friends curriculum for Hmong, Native American, Hispanic, African American and West African communities.

Now, Dementia Friends Minnesota is setting a new goal—inspire a dementia-friendly generation of youth. Shakopee High School (pictured above) is leading the way.
Juniper helps older adults live well, be healthy and stay connected.

It’s a network of local leaders, community organizations, Minnesota’s Area Agencies on Aging and health systems—all focused on promoting Juniper’s evidence-based classes. Classes help people learn to manage chronic conditions, prevent falls and control pain. Every interaction deepens connections, helping communities create a culture of health, where prevention and wellness are the norm. As individuals improve their health and well-being, they reduce costs for themselves, health insurance companies and Medicare.

At the heart of the Juniper network is state-of-the-art technology. A public website, yourjuniper.org, ensures that people can easily find and register for classes and lets healthcare providers refer their patients.

A powerful management information system provides tools for community leaders and organizations, supports data collection and outcome measurement and is an infrastructure for centralized contracting.

Juniper far exceeded expectations in the first three years of operation, and we’re planning a major expansion in the coming three years.
In addition to the work in Minnesota, we have licensed the software to partners in Maine and are talking with others about similar arrangements.

Changes in the healthcare marketplace are creating new incentives for health plans and healthcare providers to support community-based wellness. Juniper is well positioned to bring the benefits of these changes to Minnesota communities and beyond.

Juniper was developed with funding from private philanthropy to operate through MAAA’s nonprofit subsidiary, Innovations for Aging, LLC (innovationsforaging.org). The subsidiary serves as a laboratory for partnerships that advance innovative strategies to help people thrive as they age.

“The healthcare environment is not conducive to educating patients on caring for themselves once they leave the clinic. That’s why Juniper programs are so important. This is a game changer.”

—Sara Lindquist, MD
Director of Healthcare Integration for Juniper
PROTECTING PENSION RIGHTS

When questions arise about pensions and similar benefits, people often need expert advice. The Upper Midwest Pension Rights Project (UMPRP) provides free legal counseling to help individuals sort through these complex issues.

In 2017, the project assisted more than 300 individuals and recovered $708,109 in pension benefits for our clients.

The project negotiated survivor benefits for one client totaling $232,876 (over her lifetime). Her ex-husband was in poor health and the benefit was essential to her financial security.

In another case, the federal government was seeking repayment of $40,128, which it claimed has been overpaid to our client. We got the action dismissed.

Another client’s benefit was suspended because her employer was delinquent in remitting payments. We filed an appeal and the benefit was reinstated, including several months of back-due payments.

UMPRP is one of six regional pension counseling projects funded by the U.S. Administration on Aging. It serves Minnesota, Wisconsin, Iowa, North Dakota and South Dakota. MAAA operates the project in partnership with Iowa Legal Aid and Greater Wisconsin Agency on Aging Resources.

Lawyers at the Upper Midwest Pension Rights Project have extensive expertise in pension law and are skilled at navigating the maze of laws, regulations and policies to get results. To learn more, visit midwestpensions.org.

“\’I didn’t have anywhere else to turn. The Pension Rights Project helped me put my life back together.\’"
WE AWARDED

$6,914,897

MAAAA contracts with local providers to deliver direct services funded through the Older Americans Act

PERSONS SERVED*  UNITS OF SERVICE
18,364         833,581

*Some individuals receive multiple services

Providing meals, assisted transportation, homemaker and outdoor chore services, legal assistance and education, health promotion, caregiver consultation and respite care, service coordination for minority elders and more.

PARTNER ORGANIZATIONS
AMHERST H. WILDER FOUNDATION | ANOKA COUNTY COMMUNITY ACTION PROGRAM
ANOKA COUNTY HUMAN SERVICES | BHUTANESE COMMUNITY ORGANIZATION OF MN
CENTRO TYRONE GUZMAN | CLUES | CONSUMER DIRECTIONS | DARTS | DIVISION OF INDIAN WORK
EAST SIDE NEIGHBORHOOD SERVICES, INC. | ESR, INC. | FAMILYMEANS | HELP AT YOUR DOOR
JEWISH COMMUNITY CENTER OF ST. PAUL | JEWISH FAMILY & CHILDREN SERVICES OF MINNEAPOLIS
KOREAN SERVICE CENTER | LAO ADVANCEMENT ORGANIZATION OF AMERICA
LIVING AT HOME NETWORK | LUTHERAN SOCIAL SERVICE OF MN | LYNGBLOMSTEN SERVICES
MID-MINNESOTA LEGAL AID | MINNEAPOLIS AMERICAN INDIAN CENTER
NORMANDALE CENTER FOR HEALING AND WHOLENESS | NORTHEAST YOUTH AND FAMILY SERVICES
PILSBURY UNITED COMMUNITIES - BRIAN COYLE COMMUNITY CENTER
PRESBYTERIAN HOMES & SERVICES - OPTAGE | ROSEVILLE AREA SENIOR PROGRAM
SCOTT-CARVER-DAKOTA CAP AGENCY | SENIOR COMMUNITY SERVICES | SOUTHERN MN REGIONAL LEGAL SERVICES
UNITED CAMBODIAN ASSOCIATION OF MN | VOLUNTEERS OF AMERICA MN/WI
COLLABORATING FOR POWERFUL IMPACT

Our professional staff represent many disciplines in social and human services, public health, nursing, business, law, information technology as well as data management and systems integration. Team members serve older adults and family caregivers and partner with community providers to provide resources and technical assistance. Our team is known for their energy, passion and dedication to serving others.

Staff collaborate to solve problems and create innovative approaches that make it possible to age with dignity and well-being.

FINANCIALS

- Contributions $78,660
- Grants & Contracts $15,250,056
- Other $134,329

- Caregiver Support $775,581
- Admin & Program Development $1,243,601
- Data Management MinnesotaHelp.info® $1,340,787
- Pension Consultation $188,226
- Health Promotion $1,436,584
- Supportive Services $1,755,689
- Nutrition $4,445,518
- Other $672,644

We assist communities in developing the capacity to engage and care for an aging population. Serving Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington Counties.