

FISCAL YEAR

2018

October 1, 2017 to September 30, 2018



Tri-County
Office on Aging

Annual Report

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Message from the Director

Marion Owen

The 2018 Fiscal Year (FY) was quite challenging for TCOA. TCOA is one of the original pioneers and risk takers in launching the Project Choices program, or MI Choice as it is referred to statewide, in the early 1990's. It is TCOA's largest and most critical program, along with Meals on Wheels, in truly supporting older adults who want to remain in the community and live independently. In receiving less than reasonable reimbursements from the state (which is also grappling with new systems of delivery) to pay for the critical in-home supports and services, TCOA found itself financially stressed and implemented several measures to minimize the shortfalls.

Through a combination of creativity, sacrifices and tough decisions, we managed to turn the situation around. Our wonderful network of providers patiently accepted a temporary reduction in reimbursement without negatively impacting services or compromising safety or person-centeredness for clients. Plans were made to eventually restore the provider rates when the state changed their reimbursement rate for FY 2019.

None of this would have been possible without the support of TCOA's very resourceful and dedicated staff, the Consortium Board of Directors, Advisory Council and the outstanding home care provider agencies. And of course, the support of individuals and community partners in providing volunteers and financial support helped further minimize the impact on clients.

We dedicate this Annual Report to all of those critical partners, and also to one of the most wonderful supporters and volunteers TCOA has ever had the pleasure of knowing--Bob Parsons. Bob passed away in 2018 after serving TCOA for over 25 years. TCOA is grateful for his dedication and Chairmanship on the Friends for Independence Council (FFI, TCOA's fundraising body) as he tirelessly helped raise funds and recruit volunteers, while faithfully delivering for Meals on Wheels. And a big thanks to another loyal TCOA supporter and friend, Ellen Sullivan, who retired from FFI this year having served for over 30 years! Ellen was instrumental in crafting new and effective fundraising approaches.

As TCOA approaches our 45th anniversary in 2019, having weathered this storm as we have in the past, the agency has emerged stronger than ever. I am proud of what TCOA accomplishes in the community on behalf of older adults, adults with disabilities, their family members and caregivers.



Accomplishments

Noteworthy Accomplishments At-A-Glance

- ◇ Provided information and assistance, outreach and education (including elder abuse topics) to 29,000+ seniors, caregivers and the general public
- ◇ Over 1,200 frail persons received care management and essential in-home services supporting them to remain independent in the community and out of a nursing home
- ◇ Over 1,600 volunteers delivered Meal on Wheels, some delivering several times a month
- ◇ Nearly 475,000 meals were served to persons who are unable to prepare nutritious meals, many connecting with the only person who checks on them regularly
- ◇ 2,360 received elder abuse education information or materials
- ◇ Medicare and Medicaid counselors helped over 3,300 individuals to understand Medicare & Medicaid, enroll in Medicare prescription drug coverage, review supplemental insurance, apply for Medicaid Medicare Savings programs, and provide information to help identify and report fraud, abuse or scams

NCQA Update

TCOA actively pursued accreditation through the National Committee for Quality Assurance's (NCQA) Long-Term Supports and Services (LTSS) designation. NCQA, an independent non-profit organization, is the largest accrediting body in the nation. TCOA made great strides during FY 2018 to align agency policies and processes with the most current evidence-based practices. TCOA anticipates obtaining an accreditation status in FY 2019.

Michigan State University

TCOA was honored to partner with Michigan State University on initiatives funded by the Michigan Health Endowment Fund. This included the IMPART Alliance and Partners in Aging Strategies and Training (PAST). The IMPART Alliance is a coalition of researchers, personal care workers (PCAs), clients, and agencies working together for solutions to developing a competent home care workforce, improve the lives of PCAs and the elders they serve, and be a model for the nation. With PAST, older adults learn how to take control of their chronic conditions rather than having their chronic conditions control them.

& Agency Updates

Simply Dinner

Michigan State University and Meals on Wheels worked in partnership to prepare and deliver two meals to each member of a participating Head Start household each week over 12 weeks. Families received cooking utensils and recipes from the study to prepare them to produce healthy, well-balanced meals in the future.

Fundraising

Thanks to the support of individuals, sponsors, in-kind donors, and volunteers, two TCOA fundraising events celebrated anniversaries this fiscal year: The 5K reached its 5th year walking, running, and wheeling, while the Meals on Wheels Charity Golf Outing reached a milestone of 30 years. Several new sponsors and donors were eager to support our mission through these events as well as the annual Dinner and Auction. TCOA's Friends for Independence fundraising group recommended expanding our silent auctions through Clickbid, a mobile bidding platform. With offsite bidders now able to participate in bidding on items, TCOA saw auction revenue increase with this new and fun initiative. The fiscal year ended on a high note for the fundraising program, as TCOA was honored to be a recipient of a \$15,000 donation from Jackson National Life Insurance's Charitable Cricket League.

Silver Key Coalition

The Silver Key Coalition consists of many aging organizations throughout the state, led by the Area Agencies on Aging (AAA's). The coalition has been successful in generating an additional \$11 million of State funding for senior programs since 2014.

Evidence-Based Programs

TCOA is part of the Clinton Substance Abuse Prevention Coalition, Eaton County Substance Awareness Advisory Group, and Ingham Substance Abuse Prevention Coalition. These connections have increased the community awareness of the Chronic Pain PATH workshop. In FY 2018, the Chronic Pain PATH participants expressed a 23% increase in confidence in being able to do things other than taking medication to reduce pain, and a 4% decrease in pain at the end of the 6 week workshop.

Powerful Tools for Caregivers is a 6-week community workshop led by two trained leaders. The workshop gives participants the skills to take care of themselves while caring for someone else. Leaders facilitate activities that help participants learn how to: reduce personal stress, reduce anger, guilt, and depression, engage in relaxation techniques, set goals, make tough decisions, and more. Tri-County Office on Aging employees Christine Histed and Judy Wernert were trained in the program in June 2018. Christine and Judy started their first workshop in September 2018.

2018 Agency Staff

Falah Ahmed
Huda Ahmed
Salah Ahmed
Sara Aikman
Stacey Ames
Kaeshona Austern
Lisa Bain
Carol Barry
Susan Beard
Marcelle Bell
James Brandell
Katherine Branson
Mirenda Brown
Molly Brunette
Carl Buonodono
Martein Carter
Alesha Cavanaugh
Judith Christie
Gina Cleven
Linda Cobb
Sharon Constan
Casey Cooper
Rebecca Cordes
Heather Craig
Heidi Dadow
Alicia Davis
Linda Davis
Rebecca Decess
Christopher
Douglass
Patti Eastman-Talik
Michael Evans
Chris Florian

Tami Fradette
Jennifer Fritz
Heidi Glew
Larissa Gonzales
Stephanie Goodrich
Elizabeth Hartel
Carrie Hartenburg
Jolene Hazen
Carneice Henry-
Washington
Christine Histed
Beth Hjertos
Elizabeth Humphrey
Cindy Hurth
Janel Ingram
Naji Issa
Kalie Jackson
Jill Jackson-Moulton
Angela Johnson
Antoine Johnson
Odessa Jones
Kristin Judge
Erin Karkau
Jacqueline Kemp
Lisa Knapp
Frances Kos
Shelagh Kosinski
Kirsten Laing
Melisa Lamb
Tammy Lemmer
Robin Limberger
Kathryn Long

Linda Lovaas
Jasmine Malcolm
Barbara Mannino
Viola Mans
Cheryl March
Cynthia McCormick
Delane McKinney
Joan McPherson
Billie Mendez
Marcy Mentink
Annette Merrill
Minnie Merriwether
Clarice Messner
Patricia Mick
Amanda Mills
Jose Morado
Patricia Munshaw
Addie Mutch
Tiffany Neal
Marion Owen
Ruth Pell
Lisa Phipps
Andria Platte
Joyce Pratt
Andrea Radel
Virginia Ramirez
Adrian Ray
Jackie Reedy
Clarence Reeves
Asenath Regan
Rebecca Renfro
Mary Riehl

Devona Ritter
Shelly Rogers
Shelby Schaefer
Joan Schaub
Erin Scott
Kristina Sellek
Gary Sharpe
Sandra Simmons
Thomas Smith
Tasha Stetler
Patricia Stewart
Celene Swagler
Lindsay Tarrant
Karen Terpening
Michele Torosian
Antigoni Tzumakas
Shirley Vallin
Sheila Walker
Victoria Watson
Robin Webb
Judith Wernert
Elizabeth Wetherell
Rachel Whetstone
Lisa Wieber
Brenda Wiegel
Cheyenne Willaman
Heather Williams
Julianne Wood
Susan Worthy

2018 Administrative Board

The TCOA Consortium Board is a cooperative intergovernmental body composed of elected officials (or their designees) including representation from the Mayors' Offices, Lansing and East Lansing City Councils, and the Clinton, Eaton and Ingham County Commissions.

Clinton County Representatives

Ken Mitchell– Vice Chair
County Commissioner

Dwight Washington
County Commissioner

Eaton County Representatives

Blake Mulder– Chair
County Commissioner

Jeanne Pearl-Wright
County Commissioner

Howard Spence
County Commissioner

Ingham County Representatives

Bryan Crenshaw
County Commissioner

Kara Hope
County Commissioner

Robin Naeyaert
County Commissioner

East Lansing Representative

Aaron Stephens
City Councilmember

Lansing Representatives

Brian T. Jackson
Lansing City Council

Joan Jackson Johnson
(for Mayor Schor),
Director of Human Relations &
Community Services

Peter Spadafore
Lansing City Council

Chris Swope
Lansing City Clerk

2018 Friends For Independence Coordinating Council (FFI)

The Friends For Independence Coordinating Council was formed to help raise local dollars to supplement public funding by planning and organizing annual fundraisers, such as a dinner and auction, golf outing and direct mail appeals. The Council is a key part of increasing private sector awareness and support for TCOA.

Steve Dougan- Vice Chair
Farmers Financial Solutions

Jack Enderle
Community Volunteer

John Greenslit
Community Volunteer

Michelle Lane
Chalgian and Tripp Law

Sara Levine– Chair
Community Volunteer

Derrick McDuffey
UAW

Norma McGarry
CASE Credit Union

Larry Pingel
Rathbun Insurance

Ellen Sullivan
Community Volunteer

Dwight Washington
TCOA Administrative Board

Martha Yoder
Community Volunteer

Quality = Choice, Satisfaction and Independence (CSI)

Q = CSI is a consumer based advisory group that defines quality as perceived by the consumer for Project Choices and the Self-Determination Option in order to provide access and increase quality care.

Judith Fryer
Annie Hightower
Nancy Kramer

Neal Langford
Tim Murchison
Diana Willet

Members listed include only those that gave permission to be included in this report.

2018 Advisory Council

The Tri-County Office on Aging Advisory Council acts in an advisory capacity to the Consortium Board. At least one-half of the council consists of senior citizens, appointed by their respective units of government. Remaining members represent community agencies. The Consortium Board approves agency appointments. This composition offers the perspectives of both seniors and service providers on aging issues.

Clinton County
Eileen Heideman
Ruth Voisinet

Eaton County
Joseph E. Gutiérrez
Martha Yoder

Ingham County
Susann Baker
June Morse
Jane Wallin

City of Lansing
Mary Estes
Anita Turner

City of East Lansing
Bud (Felix) Floss

CATA
JJ Jackson

Clinton/Eaton County, DHHS
Kelly Neve

Community Mental Health
Older Adult Services
Dawn Sargent

Disability Network Capital Area
Carla Lasiter

JWR
Chad Johnson

McLaren Orthopedic Hospital
GEMS Unit
Shannon Kienitz

MSU, College of Nursing
Linda Keilman

RSVP Senior Companion
Program
Carol Barrett
Morgan Eisenzimmer

Senior Alliance For
Education (SAFE)/Mareck
Gary Pollitz/Suzanne Ferris

Sixty Plus Elderlaw Clinic
Gary Bauer

Social Security
Administration
Robyn Ford

Tri-County Nutrition
Council
Phyllis Monroe

Wind Beneath Your Wings
Meghan Pineda

2018 Volunteers

Thank you to all of the local businesses and agencies that support TCOA. Dart Bank, Home Care Alternatives and Jackson National Life Insurance went above and beyond by providing staff time AND significant financial contributions. Assistance from these groups and others have helped raise funds to assist with the continuously growing demand for programs and services. TCOA could not be successful without the hard work and support of community volunteers. The 2018 volunteer numbers total about 32 full-time employees!

Program	Volunteers	Hours
Nutrition Program	1,650	62,375
MMAP	30	2,250
FFI, Event & Office Volunteers	79	547
Advisory Council	23	236.5
Evidence Based Programs	32	837
Total	1,814	66,245.5

TCOA Programs & Services

Program	Clients/Units of Services
Information & Assistance (I&A)	3,714 clients
TCOA Website	30,161 visitors <i>(108,280 views)</i>
TCOA Facebook Page	160,119 post views <i>(1132 likes)</i>
Outreach	25,331 people
Housing Services	122 clients
Crisis Services for the Elderly	643 clients
Kinship Care Respite	8 caregivers <i>(566 hours)</i>
Options Counseling	113 clients
Creating Confident Caregivers®	33 attendees
Matter of Balance	94 completers <i>(9 workshops)</i>
Diabetes Personal Action Toward Health	109 completers <i>(15 workshops)</i>
Chronic Pain Personal Action Toward Health	62 completers <i>(7 workshops)</i>
Medical Nutrition Therapy	3 new referrals <i>(3 visits)</i>

Medicare/Medicaid Assistance Program (MMAP)

Service Area	Clients
Clinton County	663
Eaton County	402
Ingham County	2,320
<i>Total Served</i>	<i>3,385</i>

Nutrition Program

Program	Clients	Meals Served				
Meals on Wheels	2,024	410,097				
Dining Sites	986	63,893				
Senior Dine Card	13	161				
<i>Meal Programs Total</i>	<i>3,023</i>	<i>474,151</i>				
Senior Project Fresh	200	200 coupon books				
Nutrition by County <i>(MOWs and Dining Sites)</i>	Clinton County		Eaton County		Ingham County	
	Clients	Meals	Clients	Meals	Clients	Meals
	252	40,768	366	66,749	1,733	366,473

Community Based Programs

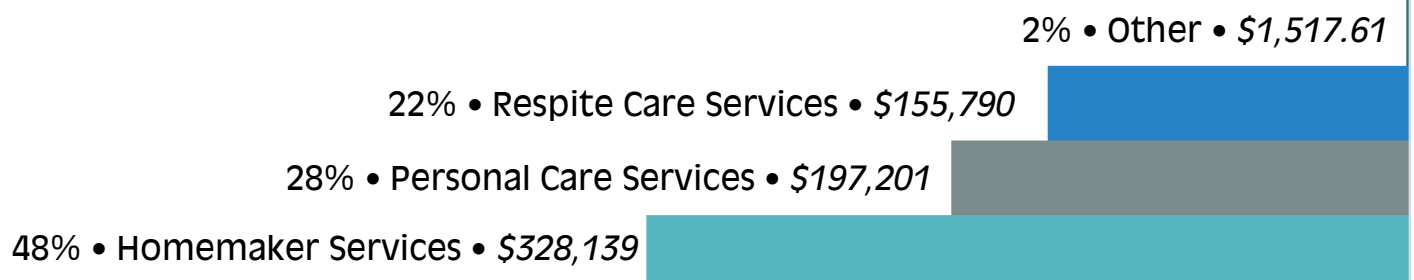
Program	Clients	Units of Service
Information & Assistance (I&A)	2,814	4,766 Hours
Nutrition Transportation	26	6,988 One-Way Trips
Medical Transportation	60	8,562 One-Way Trips
Legal Services	396	1,309 Hours
Long-Term Care Ombudsman	551	2,186 Hours
Elder Abuse Education	2,360	222 Hours
Evidence Based Disease Prevention - Fitness	384	1,008 Class Sessions
Evidence Based Disease Prevention	20	220 Hours
Volunteer Respite	10	1,217 Hours
Adult Day Services	32	9,612 Hours

Project Choices/MI Choice

Program	Clients	Units of Service (unit = 15 minutes)	
Medicaid Home & Community Based Waiver Services Total	943	3,315,574	
Care Management & Case Coordination Services Total	188	186,284	
<i>Project Choices Total (Unduplicated)</i>	<i>1,131</i>	<i>3,501,858</i>	
Project Choices Clients by County	Clinton County	Eaton County	Ingham County
	110	199	762

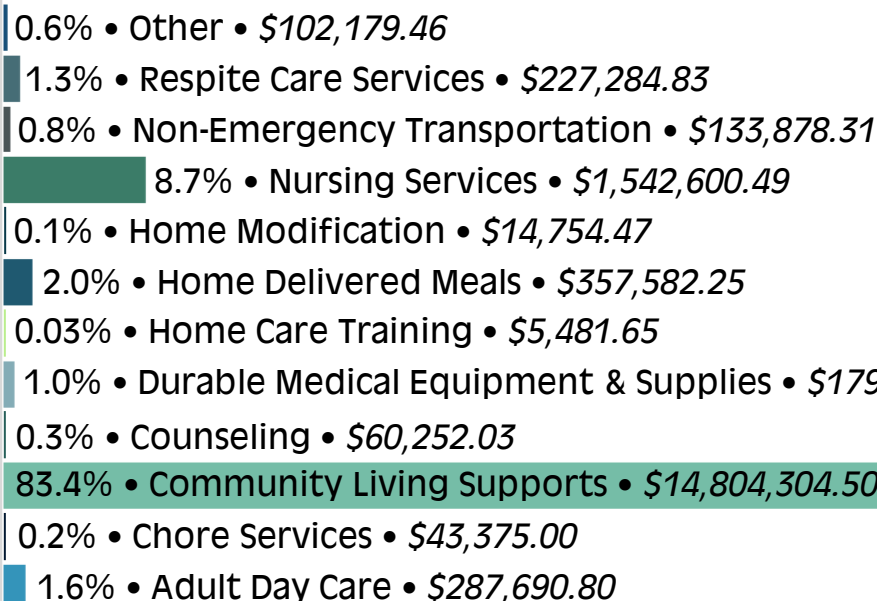
Care Management & Case Coordination

Program	Units of Service (unit = 15 minutes)	Expenditures
Homemaker Services	93,754	\$328,139.00
Personal Care Services	50,825	\$197,201.00
Respite Care Services	41,544	\$155,790.00
Other	161	\$1,517.61
<i>Total</i>	<i>186,284</i>	<i>\$682,486.61</i>



Medicaid Waiver

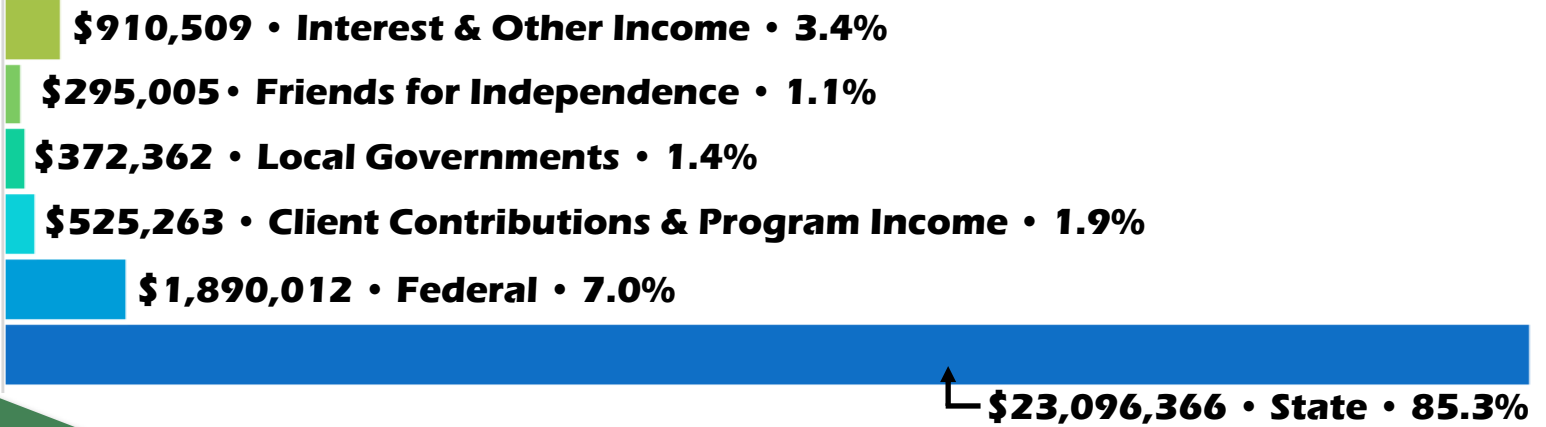
Program	Units of Service (unit = 15 minutes)	Expenditures
Adult Day Care	79,235	\$287,690.80
Chore Services	1,011	\$43,375
Community Living Supports	2,853,915	\$14,804,304.50
Counseling	1,965	\$60,252.03
Durable Medical Equipment & Supplies	38,362	\$179,626.80
Home Care Training	280	\$5,481.65
Home Delivered Meals	65,771	\$357,582.25
Home Modification	20	\$14,754.47
Nursing Services	178,399	\$1,542,600.49
Non-Emergency Transportation	37,100	\$133,878.31
Respite Care Services	58,625	\$227,284.83
Other	891	\$102,179.46
Total	3,315,574	\$17,759,010.59



TCOA Financials

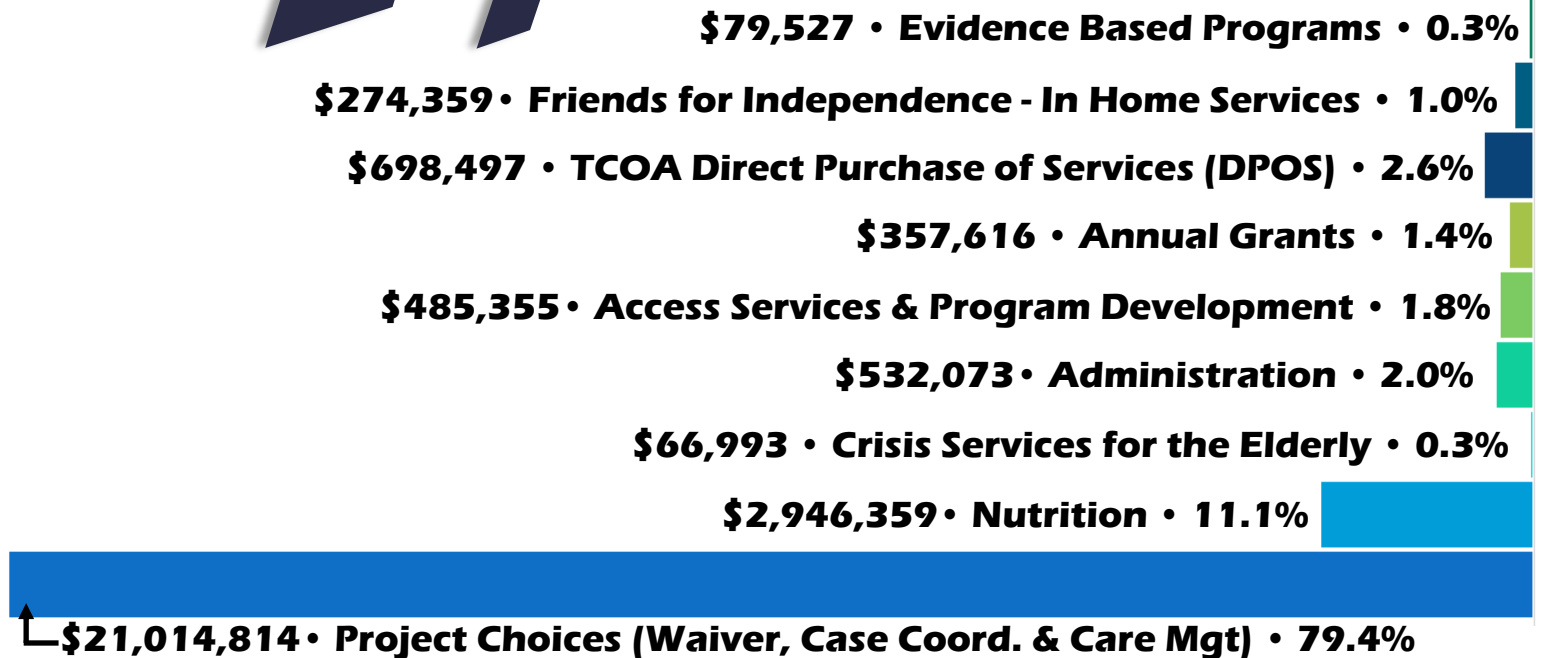
Revenues

Total \$27,089,517



Expenditures

Total \$26,455,593



2018 Fundraising Report

Event Revenue

Direct Mail Campaigns	\$90,119
Dinner & Auction	\$65,908
Meals on Wheels Designations	\$37,898
Golf Outing	\$47,143
General Donations	\$27,265
Raffle	\$7,974
Run for the Ages 5K	\$12,142
Lansing State Journal Mailing	\$10,410
United Way	\$4,798
Memorial Contributions	\$830
Interest	\$685
Total	\$307,950

Agency Fundraising Expenses

Event & Direct Mail Expenses	\$37,150
Staff Support	\$14,433
Fundraising Expenses (<i>i.e. postage, supplies, printing, etc.</i>)	\$9,994
Total Expenses	\$61,578

Program Expenditures

Funds spent in FY 2018, raised in FY 2017.

Meals on Wheels Specific (<i>donation specifically instructed to be applied to MOW</i>)	\$56,197
Meals on Wheels General (<i>general donation allocated to MOW</i>)	\$154,500
Crisis Services for the Elderly	\$28,000
Evidence Based Programs	\$15,000
Information and Assistance	\$12,000
Waiting List for In-Home Services	\$5,500
Meals for Under Age 60	\$3,162
Total	\$274,359

2017 FFI Fund Balance	\$336,387
2018 Gross Revenue	\$307,950
2018 Expenditures & Expenses	\$335,937
Ending Fund Balance for 2018	\$308,400

Dinner & Auction Sponsors *(Nov. 2017)*

Event Sponsor \$10,000

Jackson National Life Insurance Company

Auction Sponsor \$2,000

Dart Bank

Entertainment Sponsor \$2,000

Sparrow Specialty Hospital

Raffle Sponsor \$2,000

Delta Retirement Center

Menu Sponsors \$1,500

Dean Transportation

Home Care Alternatives

McLaren Greater Lansing

Table Sponsors \$900

By Dawn's Early Light

CATA

Chalgian & Tripp Law

City of East Lansing Mayor

Cypress Home Care

JWR Health Services

Lansing Board of Water & Light

JWR

Medilodge

Regency at Lansing West

Vista Springs Living

Co-Table Sponsors \$450-500

Sun Valley Foods

CASE Credit Union

Dimondale Nursing Care Center

Eyde Company

Forster Woods Adult Day Center

Grace Haven

Guardian Medical Monitoring

Holt Senior Care

Ingham County Medical Care Facility

Lansing Regional Chamber of Commerce

MSU Federal Credit Union

Senior CommUnity Care of MI (PACE)

Senior Helpers

Shinberg Insurance

Thatch Computer Consulting

Benefactors

44North

Don Smith

Donald & Elizabeth Kaufman

Linda Davis

Mary Ellen Sheets

Maureen & Ted Buda

Richard Gamber

Shirley Sliker

Tom & Mary Herdt

Jane Wallin

In-Kind Sponsors

Bradford Printing

Color of Sound Audio

Dart Bank

Eagle Eye Banquet Center

Jackson National Life Insurance Company

Meijer of west Lansing

Sheridan Auction

Thatch Computer Consulting

Two Men & A Truck

Run for the Ages—TCOA 5K Sponsors

Water Table Sponsor \$1,500

Kalkidan AFC Corporation

Finish Line Sponsors \$1,000

Aria Nursing & Rehab

Medilodge

Platinum Sponsors \$500

Farm Bureau Insurance

Home Care Alternatives

Ingham County Medical Care Facility

Thatch Computer Consulting

Gold Sponsors \$300

Dimondale Nursing Care Center

EagleMonk Pub & Brewery

Green Acres of Mason

His Hand Home Health

Holt Senior Care & Rehab

Rehmann

Wellsbrooke

Silver Sponsors \$200

44North

Buhl, Little, Lynwood & Harris, PLC

Caswell Law PLLC

Cypress Home Care

Giving Tree Farm

McLaren Greater Lansing

MSU Clerical Technical Union

Sensations Memory Care

Sparrow Community Care

In-Kind Sponsors

Biggby Coffee on Jolly

Fahrenheit Massage

Meijer on Pennsylvania

Milk Means More

MI Sound & Design

Golf Outing Sponsors

Presenting Sponsor \$7,500
Jackson National Life Insurance Company

Gold Sponsor \$5,000
Michigan Financial Group

Awards Dinner Sponsor \$2,500
McLaren Greater Lansing

Hospitality Cart Plus Sponsor \$2,000
Medilodge

Hospitality Cart Sponsor \$1,500
Farm Bureau Insurance

Lunch Sponsors \$1,500
Dart Bank
Physicians Health Plan

Silver Plus Sponsor \$1,250
Klug Law

Silver Sponsors \$1,000
Apartment Specialists, Inc.
Capcon Construction
Chalgian and Tripp

Cypress Home Care
DBI Business Interiors
First Housing Corporation
Neogen
Oliver Packaging & Equipment

Snack Sponsor \$800
Mareck Family & Geriatric Services

Skins Mulligans Sponsor \$800
Home Care Alternatives

Bronze Sponsor \$750
Lansing Board of Water & Light

Double Hole Sponsor \$600
Auto-Owners Insurance

Hole Plus Sponsor \$500
Dean Transportation

Hole Sponsors \$300
44North
Centennial Group
Guardian Medical Monitoring
Hedlund Plumbing

Ingham County Medical Care Facility
Jane Wallin
Schaefer Dental Group
Sparrow Clinton Hospital

Benefactors
Abbott's Meat, Inc.
TCOA Friends For Independence Council
GT Independence
John Day, DDS
MSU Clerical Technical Union

In-Kind Sponsors
Breadsmith of Okemos
CASE Credit Union
Forest Akers
Jackson National Life Insurance Company
Mahoney & Associates
Meijer of west Lansing
MSU Federal Credit Union
Two Men & A Truck

Grant Funders

Organization	Purpose	Amount
Aging and Adult Services Agency	Elder Abuse Prevention (PREVNT)	\$75,000
MI State Medical Society	Chronic Pain PATH Workshops	\$5,000
Ingham County Community Agency Grant	Crisis Services for the Elderly	\$4,500
Mason Area Community Foundation	Matter of Balance Workshop	\$2,626
Tri-County Electric People Fund	Shelf Stable Meals	\$1,000
MI Community Service Commission	MLK Day Volunteerism	\$250

Individual Donors

\$15,000

Joan Elizabeth Wood

\$10,000

Ingham County Home Association

\$5,000-9,999

Thaddeus J. & Maureen A. Buda
Mary Ellen Sheets

\$2,000-4,999

W.E. & Sarah S. Maldonado
Bob & Barb Parsons
Ronald & Mary Simon

\$1,000-1,999

Anita Davis
Michigan Department of Corrections
Avesta Home Health Care
Jill K. Baker
Edwin & Sarah Bonnen
Dyras Dental
David A. Hadsall
Tom & Mary Herdt
Ann E. Meyer
Ruth L. Sablich
Jeffrey B. Simbob
Carol Solomon
St. Mary's Cathedral
Kenneth Stewart
James & Rose Zacks
Tim & Deborah Zielinski

\$500-999

Fred & Charlotte Poston
Karen Marksbury
Michigan Electric & Gas Association
Sandra Bessette
Unity Spiritual Center of Lansing
Marc & Melissa Arthur

Ingham County 30th Judicial Circuit Court

Heather Campbell
Sterling E. Tryon Hartwig
Paul E. Roney
Lynne A. & Kenneth Harned
Onondaga Community Church
Barbara & John Pulice
Sam M. & Mary E. Austin
Tim Averill
Terrie & Henry Barry
Henry Brown
Jim & Rosemary Buscetta
Joseph Corradino

The Honorable Joyce Draganchuk
Donald & Margaret Hall
Jeffrey & Sally Harrold
Anders G. Johanson
Mary Ann Johnson
Tom & Mary Jane Kuschinski
Multi Packaging Solutions
Brenda Ramsby
Ritta G. Rosenberg
UAW Local 602 Retirees
Jane R. Wallin
Gil & Marilyn Wanger
Stephen Witzke

\$400-499

Jean Schaibly-Smith
Dan & Arlene P. Brown
Bruce Chaffin
Michael & Diane Pozniak

\$300-399

Thomas H. & Denise F. Carr
Knights of Columbus Council 7311
Philip L. Smith
Skip & Linda Beehler

Steven & Linda Berry
Mary Clausen

Ray & Pat Hammerschmidt
Deanna D. Hanieski
Gauresh & Suman Kashyap
John Kelly
Dennis & Sharon Korkoske
Janice Murphy
John & Betty L. Schoepke
Ann Tucker
Craig Wieland

\$200-299

Katharine H. Hillberg
Patricia Poli
Journey Federal Credit Union
Derek Andersen
Lawrence J. Dalimonte
Douglas & Judith Drake
Kristin L. Gaumer
Barbara A. Guarnaccia
Dave Gupta
IBEW Local 665
Peter & Judy Kubacki
Bruce J. Maguire
Gwendoline Maisch
Philip McKinley
Barbara J. Olson
Jeff & Karen G. Routson
Susan Smith
Lynn R. & Margo M. Swan
Tim & Denise C. Swartz
Ruth M. Thomas
UAW Region 1D
Steven R. Ware
Howard Weyers
Catherine Wilhm

“TCOA, is a big part of what is allowing me to use my life to change the world and I thank you. I am thankful for you every day. I am honored to have the office part of my team that goes above and beyond; please know that I am aware and appreciative. My care manager has remarkable level of heart, compassion, understanding and dedication. TCOA, you touch my heart and the core of my existence with YOUR DEDICATED EFFORTS!”

-Waiver Client

“I was very pleased with [Matter of Balance] and my leaders, Mickie and Melissa. I am so glad I decided to participate. I hope this program continues to grow throughout the tri-county area.”

-Matter of Balance Participant

“I would like to pass along our appreciation and gratitude for working with TCOA in servicing the needs of seniors in our communities. I worked in the corporate environment for 25 years prior to owning AFC homes, and TCOA, and its staff, is hands down the best organization I have partnered with to reach common goals. Your executive team, social workers, and administrative staff have shown nothing but professionalism, teamwork, and a willingness to go the extra mile.”

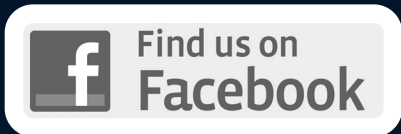
-Adult Foster Care Owner and TCOA Provider



Tri-County Office on Aging

A Consortium of Clinton, Eaton and Ingham Counties, and the Cities of Lansing and East Lansing since 1974.

5303 South Cedar Street, Building 1, Lansing, MI 48911



517-887-1440
1-800-405-9141
www.tcoa.org

