



TRI-COUNTY OFFICE ON AGING COVID-19 RESPONSE, updated April 28, 2021

The Tri-County Office on Aging (TCOA) remains committed to keeping all clients, volunteers, staff, and program participants safe and healthy during the continuing Coronavirus/ COVID-19 pandemic.

TCOA's main office is closed to the public, with limited onsite staff who are undergoing a strict screening process before entering the building. Masks are required for all staff as posted per Executive Order. The remainder of staff are working remotely, and calls are being forwarded to them. The main agency phone number has an automated recording and updated phone tree. As always, if a client or member of the public reaches a voicemail, they are asked to leave a message. Calls and correspondence are being returned promptly.

TCOA is still accepting applications for volunteers at www.tcoa.org/volunteer/. Tasks and assignments may vary for a period of time, but all background checks and screening protocols are still in place.

Please contact Community Relations Director Tammy Lemmer at 517-887-1382 if our office can be of assistance to you. The following is a summary of program modifications to date:

Covid-19 Vaccination Access

- Staff and volunteers continue to help individuals navigate vaccination registration, as well as arranging for transportation to clinics. Please call 517-887-1456.

Information and Assistance, Education and Outreach

- TCOA staff remain available to provide general information and assistance about local programs and services of benefit to older adults, their families and caregivers. Phone calls are being transferred to appropriate staff. If callers have to leave messages, they will be contacted within one business day.
- TCOA temporarily suspended in-person [evidence-based health and wellness programs](#). TCOA is offering Diabetes PATH, Chronic Pain PATH, Matter of Balance and Powerful Tools for Caregivers virtually until further notice or otherwise posted. Diabetes PATH and Chronic Pain PATH also have a telephonic option via Mailed Tool Kits with weekly phone calls to accommodate older adults without access to the internet or a computer.
- Education presentations to groups (TCOA agency overview, elder abuse prevention, Medicaid/Medicare, etc.) are available via remote options only. Individual consultations may be available by appointment.
- TCOA has launched its own internal "friendly reassurance" calls to clients to augment other local efforts to mitigate social isolation concerns. To make a referral of an individual to receive a call, please call Community Relations Director Tammy Lemmer at 517-887-1382.

5303 S. Cedar Street, Suite 1, Lansing, MI 48911-3800
Telephone 517.887.1440 • Toll Free 1.800.405.9141
Fax 517.887.8071 • www.tcoa.org





Nutrition

- Congregate Senior Dining sites remain closed. Food is still being provided to clients via a drive-up distribution process at designated locations to expand the reach. Individuals must contact Tasha Stetler at 517-887-1393 or 517-388-9170 to reserve meals.
- Meals on Wheels home delivered meals clients have seen a change in the delivery process but are not experiencing a decrease in the number of meals. Generally, clients are receiving one week's worth of meals delivered at one time, rather than the typical Monday-Friday delivery. Safety precautions are being taken by volunteers to minimize personal contact with clients. Questions can be directed to the individual Meals on Wheels Offices or to Carl Buonodono at 517-887-1394.
 - Greater Lansing Area Meals on Wheels (service area: Lansing, East Lansing, Haslett & Okemos) Ph: 517-887-1460
 - Rural Ingham Meals on Wheels (service Area: Holt, Mason, Williamston, Webberville, Stockbridge, Leslie, Dansville and Onondaga) Ph: 517-676-2775
 - Clinton County Meals on Wheels Ph: 989-224-3600 or 1-888-224-3030
 - Eaton County Meals on Wheels Ph: 517-541-2330

Project Choices and Care Management

- MI Choice, Care Management and Case Coordination services are ongoing, and TCOA Supports Coordinators and Case Coordinators maintain regular phone contact with clients. Clients with higher needs will be contacted more frequently.
- Clients are still receiving in-home services and supports through TCOA's network of local providers.
- Client referrals are being tracked and contacted. Although TCOA is not conducting in-person assessments per directives from MDHHS, we are conducting assessments telephonically or by video.
- There is a 24/365 after hours answering service available to clients, as well as the public.

Medicare/Medicaid Assistance Program (MMAAP) and AARP Tax Assistance

- The MMAAP Regional Coordinator and volunteers are working remotely and are monitoring calls to the program. No in person consultations are occurring.
- The AARP Tax Assistance program, sponsored by the AARP Tax Aide Foundation, has limited capacity for assistance through the revised May 17, 2021 filing deadline. Appointments for the United Way VITA program can be made by calling 211. *Individuals have four years from the original due date (April 15 of the tax year) to file the Homestead Credit and until September 30, 2021 to file for the Home Heating Credit.*

Masks

- TCOA has a small supply of cloth and KN-95 masks for adults age 60 or older or their caregivers. Please call Tammy Lemmer at 517-887-1382 to make a mask request.

5303 S. Cedar Street, Suite 1, Lansing, MI 48911-3800
Telephone 517.887.1440 • Toll Free 1.800.405.9141
Fax 517.887.8071 • www.tcoa.org

