

ANNUAL REPORT **2020**

TRI-COUNTY OFFICE ON AGING

October 1, 2019-September 30, 2020



Tri-County Office on Aging does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, sexual orientation, age, disability, disabled or Vietnam era veteran status, marital status, and other protected characteristics in any of its programs or policies. Tri-County Office on Aging complies with all applicable laws and regulations. For detailed information on Section 1557 of the Affordable Care Act, please visit our website at <http://www.tcoa.org>.

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Tri-County Office on Aging (TCOA) is the Area Agency on Aging for Region 6 serving Clinton, Eaton and Ingham Counties. As a not-for-profit organization, TCOA helps older adults access programs and benefits, improve their health, and remain active in their communities. Working in partnership with agencies and service providers across the area, TCOA embraces a person-centered philosophy that focuses on how a person wants to live their life while honoring their preferences.

TCOA's mission is to promote and preserve the independence and dignity of the aging population. This mission is at the core of all programs and services the agency provides in its service area.

The Administrative Board governing TCOA (Tri-County Aging Consortium) consists of elected officials representing the three counties and the cities of Lansing and East Lansing. The Consortium was established in 1974 through a regional cooperative agreement under the Michigan Urban Cooperation Act of 1967. TCOA was designated the Area Agency on Aging through the Michigan Aging and Adult Services Agency as a response to the 1973 amendments of the federal Older Americans Act.



**OUR MISSION IS TO
PROMOTE AND
PRESERVE THE
INDEPENDENCE AND
DIGNITY OF THE
AGING POPULATION**

As I am writing this, I look back at the last year and a half and am amazed that TCOA accomplished so much during such difficult and challenging times. The COVID-19 Pandemic hit the community hard and was particularly devastating on the older adult population, especially those residing in nursing facilities. A major challenge confronting organizations which serve and support older adults was how to minimize the damaging impact that the COVID-19 virus has on the older adults and persons with disabilities in our tri-county community. Many hours of discussion

throughout the early weeks were held and ideas debated. Eventually, plans were shaped to minimize the impact on these high-risk populations while also keeping staff and volunteers safe.

After consulting and obtaining approval from the Board of Directors, TCOA closed the offices to the public prior to any state mandate or order. Staff capable of working from home were sent home with some staff already telecommuting. All in-home visits to clients were suspended and the Nutrition Senior Dine Congregate sites were closed. However, as indicated elsewhere in this report, TCOA “pivoted” the way services were delivered.

Much of this was accomplished due to the temporary flexibility granted AAA’s from MDHHS (Michigan Department of Health and Human Services and AASA) easing the rules and regulations allowing us to modify how services are delivered.

We began planning for the pandemic in February with 33,000 frozen meals stored and ready for delivery, which was incredible because it was difficult, if not impossible, to obtain frozen meals and self-stable items after the pandemic started.

Staff remained patient, dedicated, creative and diligent throughout this whole pandemic, continuing to ensure that clients were receiving services and that they were as safe as possible. Unfortunately, too many were afflicted with the virus and too many died, particularly persons in nursing homes. Many lessons have been learned and will hopefully be applied and included in crisis response in the future.

Despite all the challenges, good things occurred. The Ingham County Board of Commissioners passed a resolution placing language on the August 2020 ballot and Ingham County residents overwhelming approved the Elder Services Millage. A special thanks to the hard work and creative dedication of the *Vote Yes for Seniors Committee* who provided yard signs, TV, and radio interviews advocating for its passage. The Millage will be critical in preventing wait lists for Meals on Wheels and in-home services and will provide much needed home repairs, legal services, ombudsman services to nursing home residents, and other gap-filling services.

TCOA had a few staff retire including Sara Aikman, Assistant Director, who for over 25 years was a dedicated advocate for clients, respected supervisor, and highly admired coworker. Ruth Pell, a hardworking and dedicated person who held several important roles for TCOA also retired, along with Cindy McCormick, Supports Coordinator RN, a very conscientious and kind individual whose clients always came first. TCOA also lost clients and volunteers who will be greatly missed. Among those we lost was our friend and Advisory Council member Jerome “J. J.” Jackson. Please see the tribute to J. J. on page 28.

The end of FY 2020 held much hope that the vaccine would be available soon and plans are currently underway to assist in any way possible to assure that older adults have access to the vaccine.

A huge thank you to staff, the Consortium Board, the Advisory Council, tireless advocates, and volunteers.

MESSAGE FROM THE DIRECTOR MARION OWEN

CONSORTIUM 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

Ken Mitchell (Chair)*

County Commissioner

Dwight Washington

County Commissioner

Eaton County

Blake Mulder

County Commissioner

Jeanne Pearl-Wright*

County Commissioner

Matt Bowen

County Commissioner

Ingham County

Bryan Crenshaw*

County Commissioner

Robin Naeyaert

County Commissioner

City of Lansing

Adam Hussain (Vice Chair)

Lansing City Council

Chris Swope*

Lansing City Clerk

Patricia Spitzley*

Lansing City Council

City of East Lansing

Aaron Stephens

East Lansing City Council



2020 Consortium Board Members

**Those who gave permission to include their photo, in order from left column.*

ADVISORY COUNCIL

The Tri-County Office on Aging Advisory Council acts in an advisory capacity to the Administrative 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 Administrative Board approves agency appointments. This composition offers the perspectives of both seniors and service providers on aging issues.

Clinton County
Eileen Heideman*
Madelyn "Archi" Tomczyk*

Eaton County
Joseph E. Gutiérrez
Gina Przybyl
Joel Zachrich*

Ingham County
Susann Baker*
Susan Cockerill*
Jane Wallin*

City of Lansing
Penny Gardner
Cheryl Mask*
Anita Turner*

City of East Lansing
Felix "Bud" Fliss*

CATA
JJ Jackson*

Community Mental Health
Older Adult Services
Dawn Sargent

Disability Network Capital Area
Carla Lasater

Ingham/Eaton County, DHHS
Kelly Neve*

JWR
Chad Johnson

Legal Services of South
Central Michigan
Elizabeth "Liza" Rios

McLaren Orthopedic Hospital
GEMS Unit
Laurie Beals

MSU, College of Nursing/
School of Planning, Design, &
Construction
Linda Keilman/Dr. Zeenat
Kotval-Karamchandani*

Michigan Veterans Affairs
Agency Region 7
Karen McCloskey/
John Stauffer*

RSVP Senior Companion
Program
Jim Dell*

Social Security
Administration
Robyn Ford

Tri-County Nutrition
Council
Phyllis Monroe

Wind Beneath Your Wings
Meghan Pineda*

MSAC/SAC Representative
Kirk Lewis*



2020 Advisory Council Members

**Those who gave permission to include their photo, in order from left column.*

On March 11, 2020, COVID-19 was characterized as a pandemic. On March 13, 2020, TCOA closed its doors to the public and modified programs and services to adhere to federal, state, and local guidelines. In some cases, this meant putting a pause on non-critical programming. TCOA worked fervently to serve the community throughout the pandemic and we were able to provide critical services (in-home supports) to the most vulnerable older adults, in spite of the pandemic.

IMPACTS OF COVID-19 ON PROGRAMS & SERVICES

The Nutrition Program, which includes Home Delivered Meals (Meals on Wheels) and Congregate Dining, saw an increase in meals and participants (see Charts 1 and 2 below) thanks to flexible service parameters and emergency funding. On page 18, charts 8 and 9 show FFCRA and CARES Act funding went mostly to the Nutrition Programs to ensure the community had access to food during the pandemic and periods of lock down.

Project Choices service levels, which include the Medicaid Waiver Program, Case Coordination and Supports, and Care Management remained steady in spite of the challenges. In fact, expenditures for Project Choices services went up 14% compared to last fiscal year which demonstrates the increase in need for services due to COVID.

NUTRITION CLIENTS

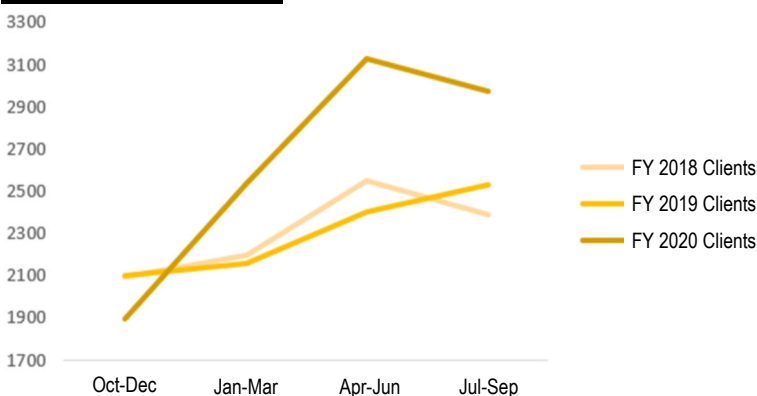


CHART 1

MEAL COUNTS

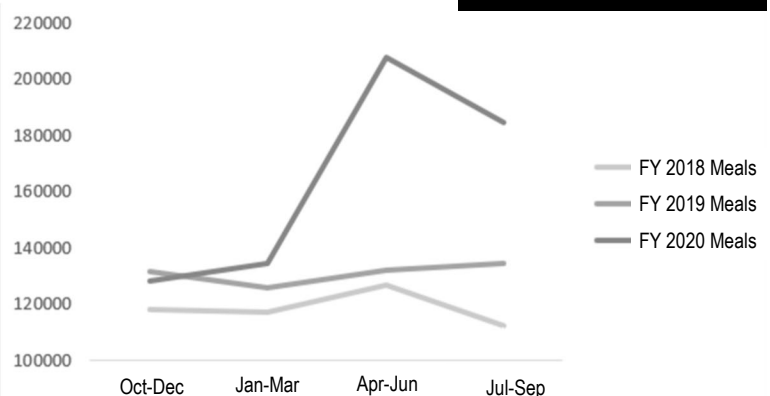


CHART 2

As you can see in Chart 3, Information and Assistance service data rose substantially in Fiscal Year 2020. Clients were up 29% when compared to Fiscal Year 2019 and up 32% when compared to Fiscal Year 2018.

Data includes client counts from TCOA Information and Assistance and the TCOA Information and Assistance contractor, Capital Area Community Services.

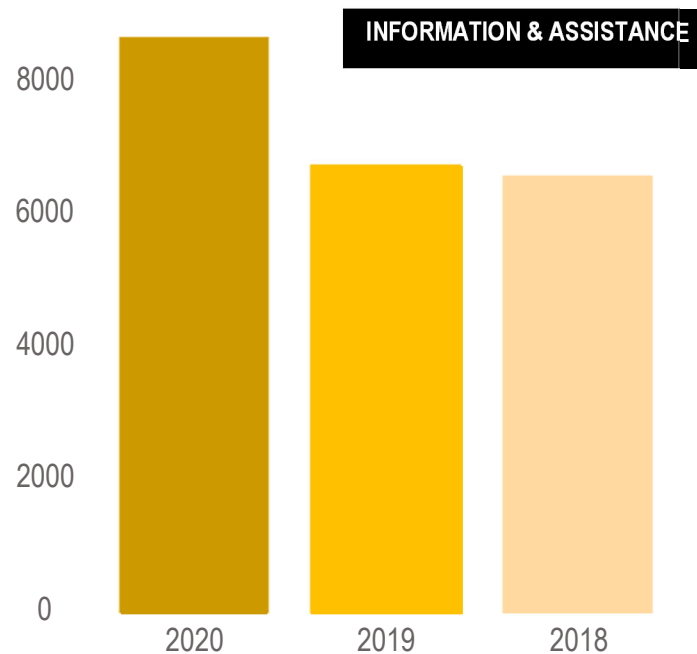


CHART 3

TCOA Evidence-Based Programs that were temporarily suspended resumed shortly thereafter in a virtual format for those sanctioned to do so. This allowed TCOA to reach a new pool of participants for Diabetes Personal Action Toward Health (PATH), Chronic Pain PATH, and Powerful Tools for Caregivers.

Legal Services and Ombudsman services contracted through TCOA stayed consistent, while others, such as Adult Day Care and Transportation saw a decline due to a temporary stop in programming to adhere to state and local orders. Although in-person day programming was not available through the Adult Day centers, staff were able to provide regular calls to clients to help mitigate social isolation and loneliness.



Determined to meet the needs of older adults, adults with disabilities, caregivers, and their families, TCOA pivoted and made necessary modifications throughout the agency as the fiscal year progressed. Read more about these changes on page 9.

YEAR IN REVIEW

TCOA kicked off the new fiscal year on October 1 like any other year.

COVID-19 declared a Public Health Emergency of International Concern.

TCOA referred to the agency emergency response plan and actively monitored state and local guidelines. The plan and correspondence were modified as needed.

OCTOBER
2019

JANUARY
2020

FEBRUARY
2020

With older adults at high risk for contracting COVID-19, and with higher than average mortality rate for this population, TCOA took formal action in March 2020. While TCOA had to close its doors to the public, staff began working remotely, maintaining regular contact with clients and performing eligibility assessments, case management appointments, Medicare Medicaid Assistance Program (MMAP) calls, evidence-based programs when allowable, and other services through online platforms or more often via telephone.

TCOA continued to work with its network of in-home service providers and Direct Care Workforce and integrated a legislatively authorized and much needed \$2 per hour wage increase into contracts and reimbursement processes. These partners offer supports such as assistance with activities of daily living, chore services, prescription medication assistance, and a range of other services that promote the independence and dignity of older adults. TCOA also coordinated delivery or pickup of over 138,000 pieces of Personal Protective Equipment to clients as well as Direct Care Workers.

TCOA Meals on Wheels home delivered meals decreased the delivery schedule to one day a week in order to minimize contact between volunteers and participants, as well as kitchen staff. However, participants continued to get up to a week's worth of meals. In-person dining at Congregate Senior Dining sites was stopped and meal pickups were offered at 24 different locations across the tri-county area instead. TCOA also provided limited grocery assistance with volunteers going shopping for older adults to ensure they had food, cleaning and/or household supplies they needed without leaving their homes.

Special projects to increase access to food and PPE, reduce social isolation, support brain health, and to reduce loneliness were possible through grants from community partners and Aging and Adult Services Agency of the MI Department of Health and Human Services. Volunteers delivered 2,000 USDA produce boxes to 125 seniors from June – September 2020, along with 450 Quarantine Boxes (“Q” Boxes). Additionally, 477 meals were delivered to folks who were quarantined at 3 different hotels throughout the period of April through September 2020. TCOA also launched “Friendly Reassurance Calls” to assist with combatting loneliness.

TCOA local evidence-based health and wellness programs were shifted to an online format for those that were sanctioned to do so. That included Chronic Pain PATH, Diabetes PATH, and Powerful Tools for Caregivers. Facilitators offered a “Zoom-orientation” one week in advance to help participants become more familiar with the features and expectations of the workshop. Brain Health and Dementia 101 workshops and consultations also shifted to remote delivery, with online video presentations created.

COVID-19 declared a pandemic. Staff Ad Hoc Committee formed. TCOA closed doors to the public. Staff began working from home. Programs & services were modified or paused.

MARCH
2020

TCOA began receiving volunteer applications via the new State of Michigan volunteer portal. Many became Friendly Reassurance callers or helped with grocery shopping.

APRIL
2020

TCOA holds the annual Meals on Wheels Charity Golf Outing. The event was postponed from June. Health & safety protocols were in place.

AUGUST
2020

TCOA remained closed to the public. PPE distributions continued to providers, clients, and staff. Executive Orders and local guidelines continued to inform operations.

SEPTEMBER
2020



LEFT: Volunteers lined up in their cars to pick up meals for delivery to clients.

RIGHT: Friendly Caller Volunteers called clients and community members weekly to help combat loneliness.



LEFT: Boxes of PPE lined up in front of TCOA for Providers to pick up.

BELOW: Hundreds of boxes of food components for the shelf-stable emergency boxes.



TCOA PROGRAMS & SERVICES

Program	Clients/Units of Services
Information & Assistance (I&A)	3,232 clients (4,565 calls)
Outreach	31,677 people
Housing Services	420 clients
Crisis Services for the Elderly	449 calls (204 clients funded)
Kinship Care Respite	1 caregiver (168 hours)
Options Counseling	91 clients
Creating Confident Caregivers® (CCC)	13 attendees (2 series)
Powerful Tools for Caregivers (PTC)	44 enrollees (4 workshops)
Matter of Balance (MOB)	67 enrollees (5 workshops)
Diabetes Personal Action Toward Health (DPATH)	64 enrollees (9 workshops)
Chronic Pain Personal Action Toward Health (CPPATH)	49 enrollees (5 workshops)
Medical Nutrition Therapy	0 new referrals

MEDICARE MEDICAID ASSISTANCE PROGRAM (MMAP)

Service Area	Clients
Clinton County	399
Eaton County	178
Ingham County	1,818
<i>Total Served</i>	<i>2,244</i>

COMMUNITY BASED PROGRAMS

Program	Clients	Units of Service
Information & Assistance (I&A)	5,387	4,044 Hours
Nutrition Transportation	33	760 One-Way Trips
Medical Transportation	119	953 One-Way Trips
Legal Services	698	1,122 Hours
Long-Term Care Ombudsman	321	1,307 Hours
Elder Abuse Education	2,610	185 Hours
Evidence Based Disease Prevention - Fitness	350	399 Class Sessions
Volunteer Respite	5	777 Hours
Adult Day Services	20	4,815 Hours
Kinship Care	3	28 Hours
Telephone Reassurance	257	925 Contacts

NUTRITION PROGRAM

Program	Clients	Meals Served
Meals on Wheels	2,308	490,064
Dining Sites	1,399	147,231
Senior Dine Card	5	9
<i>Meal Programs Total</i>	<i>3,712</i>	<i>637,304</i>
Senior Project Fresh	100	100 coupon books

NUTRITION BY COUNTY (MOWs & Dining Sites)	Clinton County		Eaton County		Ingham County	
	Clients	Meals	Clients	Meals	Clients	Meals
	428	66,560	566	90,778	2,713	479,957

USDA Food Boxes	2,000	Quarantine ("Q") Boxes	450
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PROJECT CHOICES/MI CHOICE

Program	Clients	Units of Service
Medicaid Home & Community Based Waiver	1,003	3,496,703
Care Management & Case Coordination	165	210,819
<i>Project Choices Total</i>	<i>1,154</i>	<i>3,707,522</i>

PROJECT CHOICES CLIENTS BY COUNTY	Clinton County	Eaton County	Ingham County	Other or Unknown County
	118	208	799	29

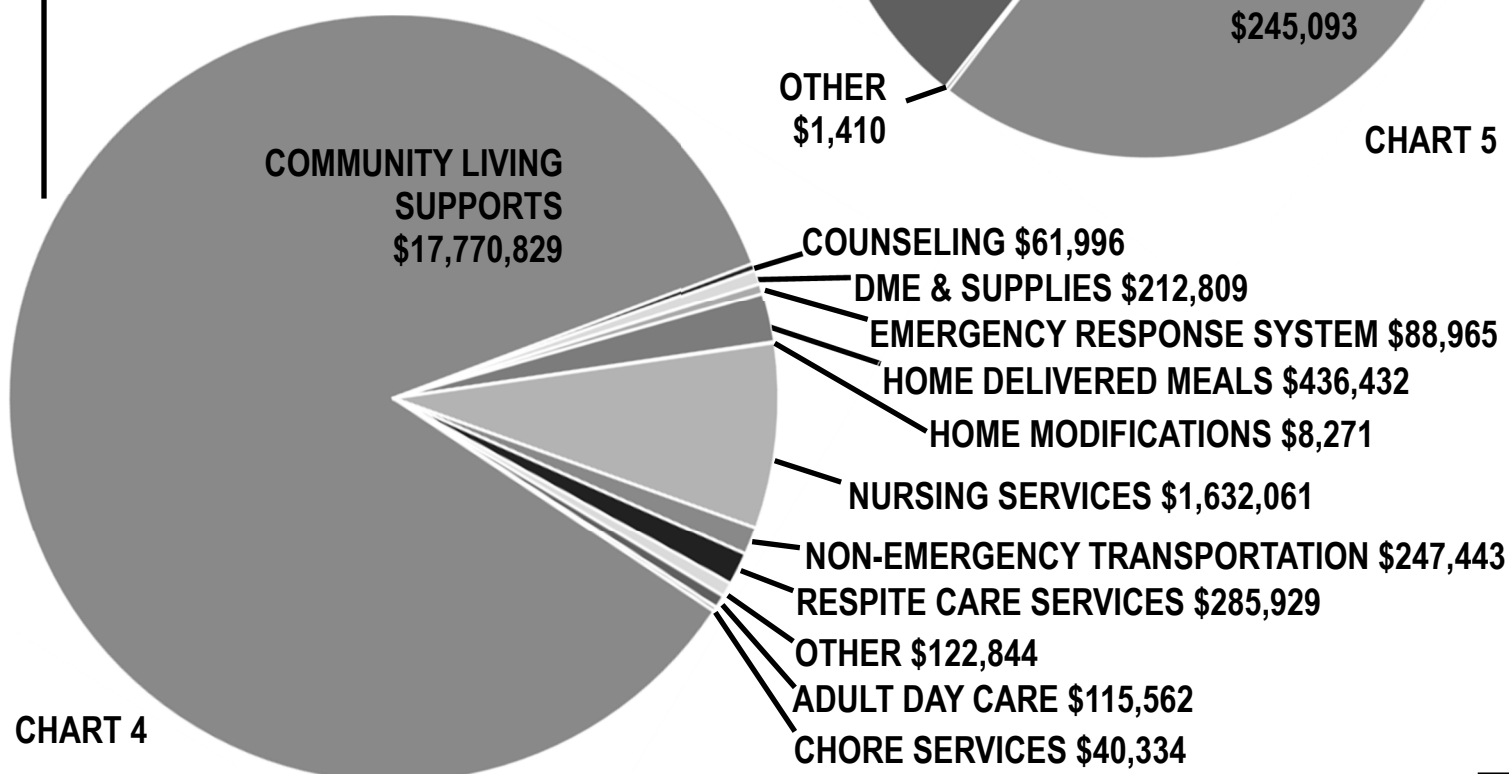
MEDICAID WAIVER

Program	Units of Service	Expenditures (CHART 4)
Adult Day Care	32,181	\$115,562
Chore Services	997	\$40,334
Community Living Supports	3,057,816	\$17,770,829
Counseling	2,076	\$61,996
Durable Medical Equipment (DME) & Supplies	39,689	\$212,809
Home Care Training	69	\$1,821
Home Delivered Meals	77,591	\$436,432
Home Modification	19	\$8,271
Nursing Services	185,211	\$1,632,061
Non-Emergency Transportation	32,288	\$247,443
Respite Care Services	67,039	\$285,929
Other	1706	\$122,844
<i>Total</i>	<i>3,496,682</i>	<i>\$20,936,330</i>

CARE MANAGEMENT AND CASE COORDINATION

Program	Units of Service (unit=15 minutes or by item)	Expenditures (CHART 5)
Homemaker Services	115,486	\$435,197
Personal Care Services	58,951	\$245,093
Respite Care Services	36,159	\$143,950
Other	187	\$1,410
<i>Total</i>	<i>210,783</i>	<i>\$825,649</i>

85% of Waiver Expenditures (Chart 4) are from Community Living Supports (CLS). CLS facilitate an individual's independence and promote participation in the community. Supports include personal care, homemaking, and transportation. Assistance enables program participants to accomplish tasks that they would normally do for themselves, if able.



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.

Krista Abdallah

Neal Langford

Daniel Black

Timothy Murchison

Barbara Cogswell

Linda Thrall

Larry Klekotka

Diana Willet

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

The local collaborative group from Tri-County Office on Aging, known more commonly by the name CSI, was asked to put together a short presentation detailing how they had been able to not only retain current members, but also to recruit new members, during the public health crisis. TCOA's CSI group has multiple members who have been actively involved for more than 10-years, and one member who has been with the group since its inception in the early 2000s.

When agencies offer encouragement, education, and advocacy while fostering personal connections, members learn that not only do they have an opinion but that their voices are heard and can help to make a difference.

**Every voice counts.
Change truly begins
with each and every
one of us.**

The following is a list of the top reasons for CSI's continued success from the member's perspectives:

Education: TCOA schedules presentations during meetings based on the needs of the group. Notable past presentations include the Medicare, Medicaid Assistance Program (MMAP) and scams protection and Capitol Area Transportation Authority (CATA) on public transportation options for older adults and adults with disabilities.

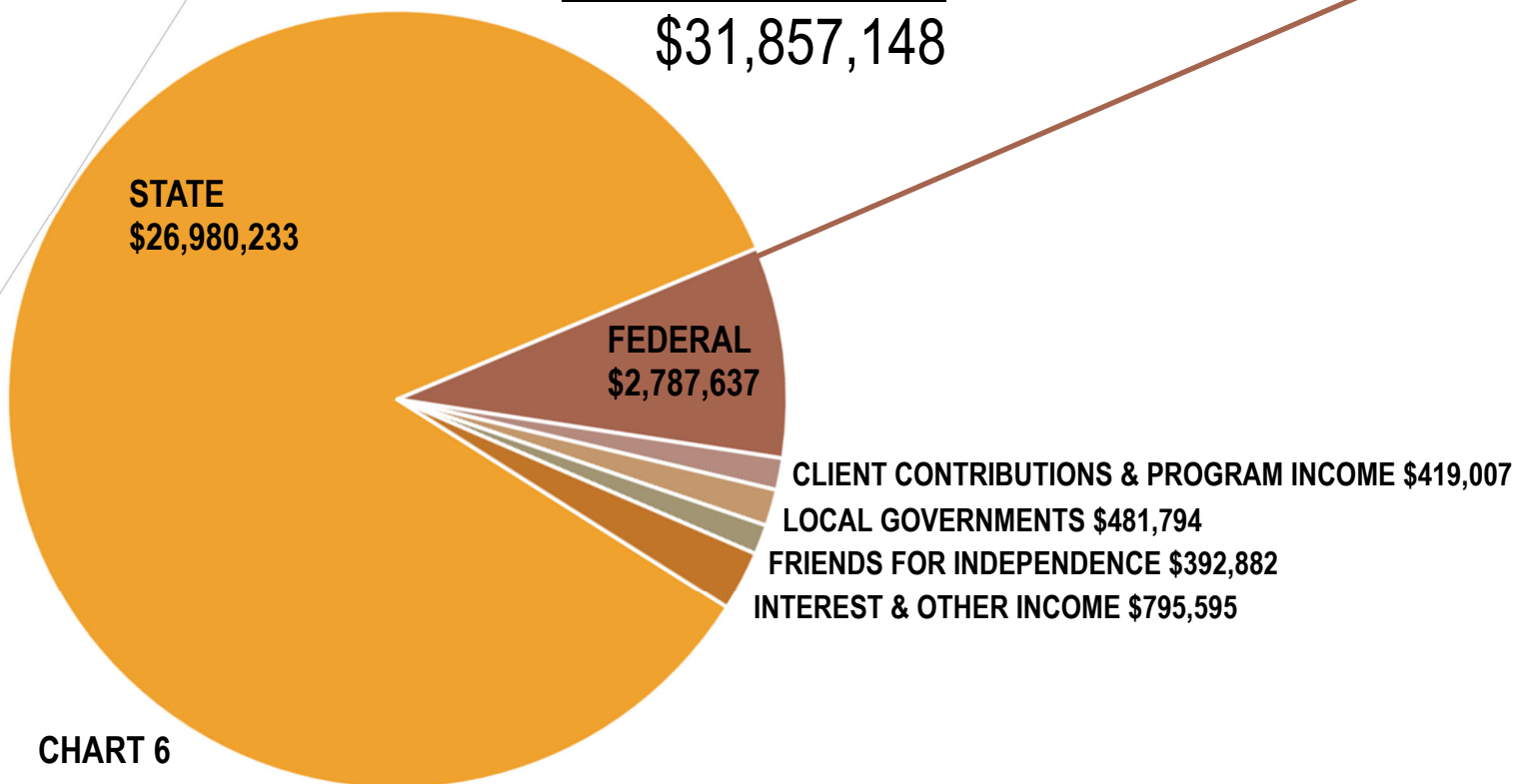
Personal Connections: Members of the CSI group have forged personal connections that bond the group together even outside of the traditional meeting setting. TCOA has facilitated these personal connections by allowing for extra time at the end of each meeting for members to share and offer resources and problem solve with one another. All members agree that the personal connections with other group members are vital for retaining membership.

Advocacy: CSI has participated in advocacy efforts on individual, local and statewide levels. Members of CSI attend each meeting knowing that their input is needed for continued advocacy efforts. Notable advocacy from group members includes a CSI drafted a letter in support of the MI Choice Waiver Program during the last Waiver renewal. One CSI member hosted several groups of Internal Medicine Residents and members of leadership from MDHHS to provide education about the MI Choice Waiver program from a participant's perspective.

TCOA FINANCIALS

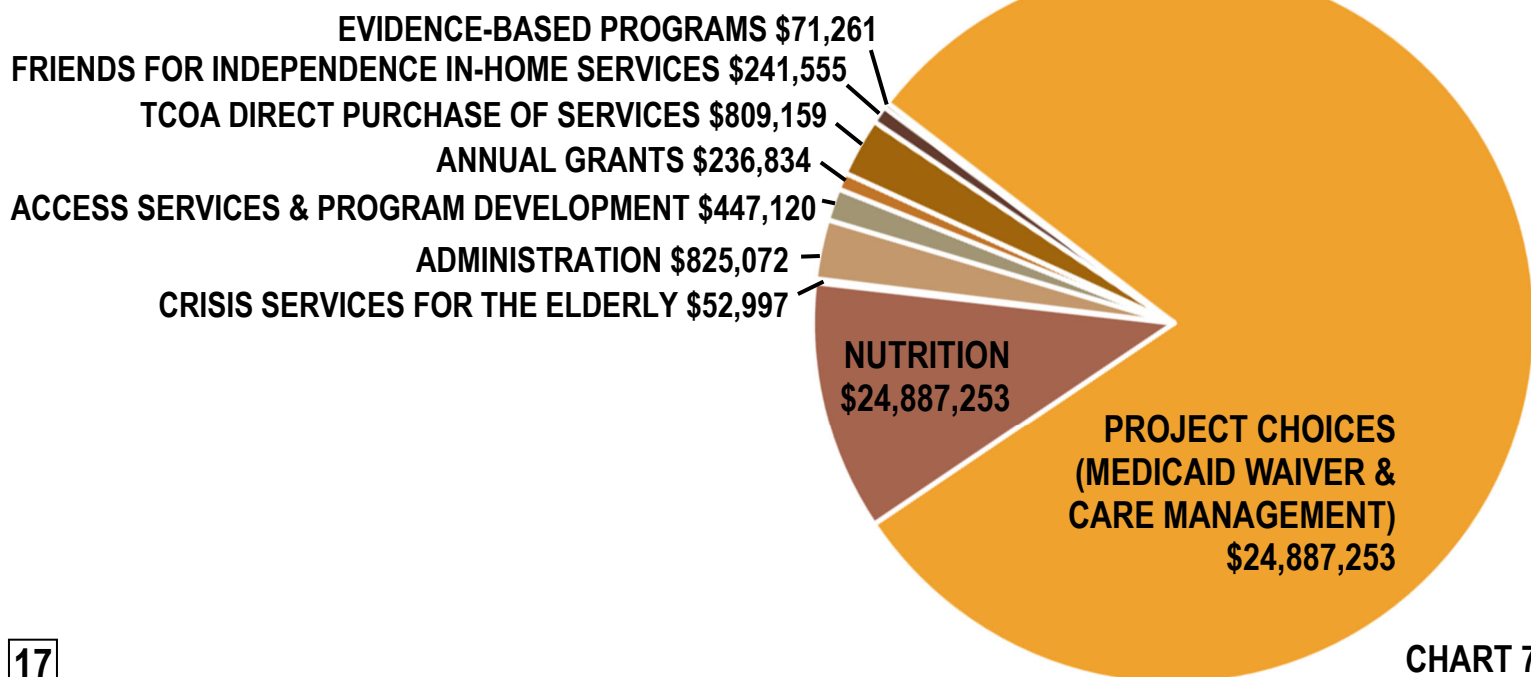
2020 REVENUE

\$31,857,148



2020 EXPENDITURES

\$31,056,897



2020 FFCRA & 2020 CARES FUNDS

CHART 8

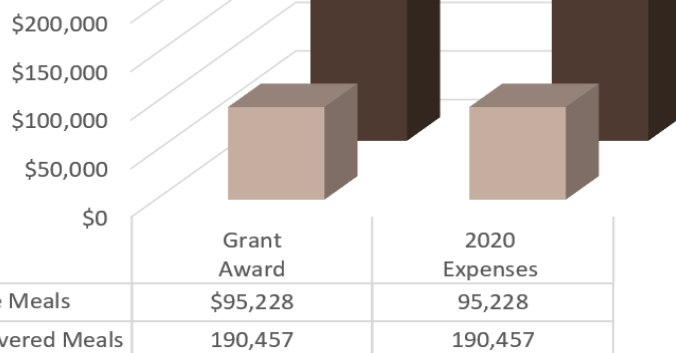
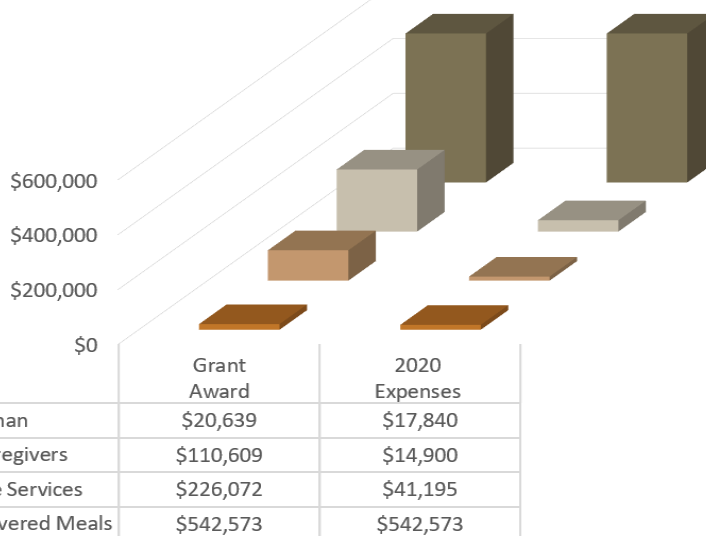


CHART 9



Families First Coronavirus Response Act (FFCRA) funds became available to spend on March 20, 2020 (Chart 8) and Coronavirus Aid, Relief, and Economic Security (CARES) Act funds became available to spend on April 1, 2020 (Chart 9). FFCRA and CARES Act funds will be unavailable after September 30, 2021.

The Administrative expenditures contain the expenses for the operations of the agency, including either all or a portion of the salaries and fringe benefits for various administrative staff and leadership. Access Services & Program Development covers Program Development, MMAP, Information & Assistance (I&A), Outreach, Caregiver I&A, Case Coordination and Community Living Specialist, as well as other AASA funded grants. Care Management covers Supports Coordinators (Social Workers and Nurses) and their associated costs of providing person-centered supports. Waiver program expenditures cover Support Coordinator operating costs and the Purchase of Service (POS) for client services. The contract from the Michigan Department of Health and Human Services (MDHHS) is based on a capitation rate system of reimbursing. Nutrition expenditures cover both Meals-on-Wheels and Senior Dining Sites/Congregate. Individually, Home Delivered Meals cost an average of \$5.45 per meal and Congregate Meals cost averaged \$3.89 for each meal served. Additional funding from the FFCRA and CARES act helped to cover the over budget meal counts during FY20. Nutrition Supplemental includes the contracts TCOA has with the Capital Area Community Services, Inc. to provide Head Start Meals and Senior Community Care of Michigan for PACE meals, as well as other catering activities for the Nutrition Department. The Friends for Independence expenditures include allocations raised from fundraising activity in the previous year and what expenses have been allocated in FY 2020. The Crisis Services for the Elderly expenditures include POS expenditures that are for non-medical emergencies. Annual Contractors and Direct Service expenditures include annual contractors and TCOA programs. The percent spent is monitored and revisions are done with the contractor if the expenditures are too high or too low. This is monitored on a monthly basis with adjustments done at year-end. On-site financial and programmatic assessments are conducted annually. Evidence-Based Program expenditures include the different costs associated with this program. The percent spent is monitored and revisions are done with respect to any changes in the program such as adding additional sessions to the Matter of Balance (MOB) or Diabetes Path (DPATH) programs.

2020 FUNDRAISING FINANCIAL REPORT

REVENUE	
Direct Mail Campaigns	\$124,945
Dinner & Auction	\$78,015
Meals on Wheels Designations	\$63,158
Golf Outing	\$37,240
General Donations	\$74,018
Raffle	\$8,960
Run for the Ages 5K*	\$412*
Lansing State Journal Campaign	\$1,271
United Way	\$89
Memorial Contributions	\$459
Interest	\$3,731
Total Revenue	\$392,298

* 5K retired in 2020. (Decision made in 2019 prior to COVID.) 5K revenue reflects donations from remaining t-shirts.

AGENCY FUNDRAISING EXPENSES	
Event & Direct Mail Expenses	\$27,009
Staff Support	\$15,200
Fundraising Expenses (i.e. postage, supplies, printing, etc.)	\$9,355
Total Expenses	\$51,564

PROGRAM EXPENDITURES	
Meals on Wheels Specific (donation specifically instructed to be applied to MOW)	\$44,805
Meals on Wheels General (general donation allocated to MOW)	\$162,195
Meals for Under Age 60	\$3,972
Waiting List for In-Home Services	\$583
Crisis Services for the Elderly	\$20,000
Information and Assistance	\$10,000
Total Expenditures	\$241,555

Funds spent in FY 2020, raised in FY 2019.

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.

LeighAnna Beach

Capital Area Housing Partnership

Steven Dougan

(Vice Chair)

Farmers Financial Solutions

Stacey Mason

South Brook Villa Apartments

Derrick McDuffey

(Secretary)

UAW Local 4911

Norma McGarry

(Chair)

CASE Credit Union

Larry Pingel

(Treasurer)

Meals on Wheels Volunteer

Dwight Washington

TCOA Administrative Board

Heather Zadigian

Meals on Wheels Volunteer

DINNER & AUCTION SPONSORS (November 2019)

Event Sponsor \$10,000

Jackson National Life Insurance Company (Jackson)

Auction Sponsor \$2,000

Dart Bank

Entertainment Sponsor \$2,000

Sparrow Specialty Hospital

Raffle Sponsor \$2,000

Delta Retirement Center

Menu Sponsors \$1,500-\$1,200

Consumers Energy

Cypress Home Care

Dean Transportation

Home Care Alternatives

McLaren Greater Lansing

Sparrow Health System

Comerica Bank

Table Sponsors \$900

Aria Nursing and Rehab

By Dawn's Early Light

CATA

Chalgian & Tripp Law

City of East Lansing

Irene's Friends

JWR Health Services

Lansing Board of Water & Light

Thatch Computer Consulting

Tuesday Toolmen & Jack Enderle

Vista Springs Living

Co-Table Sponsors \$450

Buhl, Little, Lynwood, & Harris

Burcham Hills

CASE Credit Union

Dimondale Nursing Care Center

Guardian Medical Monitoring

Holt Senior Care and Rehab

Ingham Co. Medical Care Facility

Jeffrey and Sally Harrold

MSU Federal Credit Union

National Home Care Service

Ovid Healthcare Center

Shinberg Insurance Agency, Inc.

The Willows at Okemos & East Lansing

Benefactors

Sun Valley Foods

City of Lansing City Council

George F. Eyde Family 44North

Caswell Law PLLC

Colonial Villa of Midland

Eaton Rapids Medical Center

Guy Hurley Insurance & Surety Services

Kumon of East Lansing

Liberty Tax

Senior Helpers

Timothy Johnson

TCOA'S FY 2020 SIGNATURE SPONSORS



JACKSON®



Sparrow



DARTBANK

For What Matters Most.

Businesses and organizations earn Signature Status recognition by sponsoring both the Annual Dinner and Auction and Meals on Wheels Charity Golf Outing at specified major sponsorship levels.

GOLF OUTING SPONSORS (June 2020)

Presenting Sponsor \$10,000

Jackson

Gold Sponsor \$5,000

Michigan Financial Group

Golf Cart Sponsors \$2,500

McLaren Greater Lansing

Sparrow Health System

Lunch Sponsor \$1,500

Dart Bank

Silver Plus Sponsor \$1,250

Cypress Home Care

Silver Sponsors \$1,000

Chalgian & Tripp Law

Ingham Co. Medical Care Facility

Snack Sponsor \$800

Mareck Family & Geriatric Services

Skins/Mulligans Sponsor \$800

Home Care Alternatives & Loving

Hands Home Care Agency

Bronze Sponsors \$750

Guardian Medical Monitoring

Lansing Board of Water & Light

Hole Table Sponsors \$500-\$250

Aria Nursing and Rehab

Dimondale Nursing Care Center

Gabriels Community Credit Union

Holt Senior Care and Rehab

Two Men and a Truck

Hole Sign Sponsors \$300

44North

Auto-Owners

DBI Business Interiors

Hedlund Plumbing

Oliver Packaging and Equipment

Benefactors

George F. Eyde Family

Abbott's Meat

TCOA Friends for Independence

GRANT FUNDERS

Organization	Purpose	Amount
Aging and Adult Services Agency	Elder Abuse Prevention (PREVNT)	\$42,807
Michigan State University (MSU)	Caring for Patients with Chronic Conditions	\$40,500
Aging and Adult Services Agency	Developing Dementia Dexterity	\$29,347
Capital Area United Way	Census Education	\$9,500
Huntington Foundation	COVID Relief - Van Purchase	\$5,000
Huntington Foundation	Community Services - Congregate Meals	\$5,000
MI Disability Rights Coalition	Living Well With a Disability	\$5,000
MSU Federal Credit Union	COVID Relief	\$5,000
Ingham County Community Agency Grant	Crisis Services for the Elderly	\$4,500
REO Olds Foundation	Healthy Brain Activity Kits	\$4,000
Mason Area Community Foundation	Chronic Pain PATH Workshop	\$2,626
Delta Dental	COVID Relief - Van Purchase	\$2,500
Delta Kiwanis	Oventech Heat Packs	\$2,366
TRIAD	Healthy Brain Activity Kits	\$500

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Huda Ahmed
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Cheyenne Willaman
Fatna Yaya

VOLUNTEERS

Thank you to all of the local businesses and agencies that support TCOA. Dart Bank, Home Care Alternatives and Jackson National Life Insurance Company went above and beyond by providing staff time at event planning meetings *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 2020
volunteer
numbers total
over 25 full-time
employees!**

Thank you!

2020 Volunteer Spotlights

October 2019	J.J. Jackson
November 2019	Barb Hays
December 2019	Mary Lee
January 2020	Martin Luther King Jr. Day of Service Volunteers
February 2020	Maurice Monroe
March 2020	Kathy Devault
April 2020	National Volunteer Month: All TCOA Volunteers
May 2020	Kathy Johnson
June 2020	Kathleen Milloy
July 2020	Jerry and Denice Stoecker
August 2020	Jean Seward
September 2020	Jim and Janet Dunn

	Volunteers	Hours
Advisory Council	28	189
Evidence Based Programs	12	385
FFI, Event & Office Volunteers	185*	10,746
MMAP	12	664
Nutrition Program	1,710	40,140
<i>Total</i>	<i>1,938</i>	<i>52,124</i>

**Nine of the 185 volunteers assisted with grocery shopping and delivery, but the volunteer time was not available to include in the hours count. These nine volunteers completed 42 grocery trips totaling \$1,621.15 in purchases provided for clients.*

TESTIMONIALS & STORIES

GARRETT

Garrett's journey to safely enjoying life at home began with his wife, Josephine, who was connected with TCOA in 2015. Josephine eventually became terminally ill, and at one point, was in a nursing home at the same time as her husband. With TCOA's help, both Garrett and Josephine were able to transition to home care services instead. After Josephine passed, Garrett continued to receive TCOA services such as housekeeping, Meals on Wheels, and regular visits and calls from TCOA Supports Coordinators. Garrett describes learning about alternatives to nursing home care as "a solution for a person in my spot." For the growing number of older adults who want to age at home, Garrett's experience shows that aging in place is an option for many.

SHYLAH

Shylah is a TCOA Project Choices participant whose story of advocacy for her own care and independence has inspired TCOA staff and supporters alike. Before Shylah was working with TCOA, she had several frightening experiences of unsafe living and inadequate care relating to her Multiple Sclerosis diagnosis at age 19. Intervention was critical and, for Shylah, came in the form of a referral to TCOA. Shylah and her daughter were homeless at the time, and Shylah required daily care. TCOA Supports Coordinators completed an in-home assessment and talked to Shylah about her preferences and goals, and about how we could make her life easier. Showers, help with teeth brushing, and other tasks that many of us take for granted were finally accessible for Shylah and enabled her to live independently.

*"I feel very
independent.
I feel safe."
-Shylah*

J. J.

Jerome Jackson, (or J. J. as he preferred), was born with sight but had cleft palate speech impairment from birth. At age five, when surgery occurred on his mouth, he lost his sight and was blind since that hospital incident.

J. J. was the first African-American valedictorian in the 100-year history of the Michigan School for the Blind. Further, he was the first blind computer programmer hired by Oldsmobile General Motors in Lansing. J. J. also was the first in his family of eleven children to earn Bachelor's and Master's degrees. Later, J. J. became the first blind Human Resources executive employed by Amoco Oil Corps., an international petrochemical company.

J. J. and his lovely wife, Cindy, lived in Okemos, Michigan with their three birds. J. J. loved music, sports, reading, and playing cards. He has two adult sons, Chad and Jordan, and was very proud of them.

Besides his marriage and sons, the next two best achievements in J. J.'s life were serving as a Diplomatic Representative to Zimbabwe, Africa, appointed by the United States Information Agency, and performing stand-up comedy in Los Angeles, California. J. J. had hoped to write a book about his adventurous life, including his friendship with singer Mr. Stevie Wonder, profiling their different approaches to raising kids, professional activities, and using assistive technology as blind persons.

J. J. served on TCOA's Advisory Council as a representative of Capital Area Transit Authority (CATA) for many years. He was always prepared with a sharp outfit, quick wit, kind words, and comprehensive updates.



GRANGE ACRES

"We received masks, face shields, and even gloves! The staff at Grange Acres were so excited when I brought it to them! They could not believe it! You would have thought I brought \$1,000,000 to them. A few of them started crying.

This is the first time since all of this Covid-19 stuff has started that the staff has felt like they were able to show that they care (in a safe manner) not only for themselves, but also for our residents at the same time. We cannot thank you enough. It truly does take a village! We appreciate you and what you have done for us."



Tri-County
Office on Aging

517-887-1440

1-800-405-9141

www.tcoa.org

