

# TRI-COUNTY OFFICE ON AGING



FISCAL YEAR 2022

# ANNUAL REPORT



OCTOBER 2021 - SEPTEMBER 2022

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Tri-County Office on Aging (TCOA) 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 their 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>.

TCOA is devoted to attracting and retaining a diverse staff that is representative of our community and the clients we serve. TCOA is dedicated to creating and maintaining a work environment that is inclusive, equitable and welcoming to all.

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# ABOUT TRI-COUNTY OFFICE ON AGING



**TCOA's mission is to promote and preserve the independence and dignity of the aging population.**

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 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 Clinton, Eaton, and Ingham 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.

According to the American Community Survey, the three counties that make up TCOA's service area have seen an estimated 12% increase in the 60 and older population between 2016 and 2020. The older adult population represents 22% of the total tri-county population as of 2020. In the TCOA service area, an estimated 80% of residents are White, 9% Black, 5% Asian, less than 1% Alaska Native, less than 1% Native Hawaiian/Pacific Islander, and 1% identified as some other race, not specified. Additionally, 7% of the total PSA are Hispanic or Latino (of any race).

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# EXECUTIVE DIRECTOR'S MESSAGE

**Marion Owen**

**Executive Director**, Retired November 2022

As my years at the Tri-County Office on Aging (TCOA) come to a close upon my retirement, I'd like to offer my sincerest farewell to the organization, our staff, and our clients. The mission, the clients, and the people who work at TCOA have made it a memorable and incredible experience. Our staff tirelessly advocate for older adults and provide valuable support and services, such as preparing and delivering hot meals, counseling clients and families, and so much more. I'd also like to acknowledge TCOA's Board, a group of locally elected officials who are incredibly supportive, and our Advisory Council, a group of older adults and organizations who offer their perspectives on aging issues to help us meet ongoing and changing needs. Our work has never been dull, and there have been sad and scary times, but no challenge has ever been enough to weaken our resolve and dedication to our mission to promote and preserve the independence and dignity of the aging population.

I was fortunate to have the career I wanted, as I wished to work with older adults since I was a high school student in Detroit. Starting at TCOA, we operated in a one-room office at Lansing City Hall with a staff of five. We now operate in the Ingham County Human Services Building with a staff of over 106. The success of TCOA is the result of many people, incredible people. The staff is the best group we have ever had—all resolute, sharp, inspirational to others, and so very mindful that the clients we serve are the most important responsibility that we have.

Of these staff, the leadership team has been so creative, never tiring of producing creative ideas and taking on hard tasks during tough times. This can be shown through their work during the pandemic when TCOA pivoted to assure that services such as home-delivered meals and in-home care would continue with no interruptions as other human service programs experienced. We just delivered the services in creative ways. We distributed over 300,000 items of masks, gloves, and hand sanitizer to clients, in-home service agencies, adult foster care homes, and others. We arranged for rides allowing older adults to obtain their COVID-19 vaccine and for the homebound to receive their vaccine in their homes. On one occasion, we had to distribute over one hundred boxes outside in the snow for partner agencies to pick up. Everybody pitched in. Hopefully, the COVID-19 pandemic will fade away, but this organization will be prepared if faced with another pandemic.

I have learned so much throughout the years, and I was fortunate enough to start under the wing of Roxanna Peterson, TCOA's Director for almost 30 years and to whom I owe so much. As staff came and went, I learned from Roxanna and so many of them as they helped the agency and myself grow. I remember Roxanna referring to me as “green” in the early days - and I was - but hopefully, I never lost that tendency to still have an idealistic edge. The person I need to thank above everyone is my husband Gary, who has listened to my endless talks about work and has always given me incredible advice and support. I am so fortunate to come from an incredible family. Our first-generation parents (Scotland and Italy) taught us the value of work and to follow our dreams but be realistic and laugh, and we do. They are a treasure.

I am confident that Andrea Radel, who has been with TCOA for over 20 years and most recently as the Human Resources Director, will be an exceptional leader. Her devotion to TCOA, clients, and staff is absolute and sincere. Please welcome Andrea as the new Executive Director!

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# BOARDS AND COUNCILS

## CONSORTIUM BOARD

The TCOA Consortium Board, or Administrative Board, is a body 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 Boards of Commissioners.

## ADVISORY COUNCIL

The TCOA 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.

## 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 including the Dinner and Auction and the Meals on Wheels Charity Golf Outing, as well as direct mail appeals. The Council is a key part of increasing private sector awareness and support for TCOA.

## 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.

## MILLAGE ADVISORY COMMITTEE

The TCOA Millage Advisory Committee is a group of committed senior citizens who meet quarterly to provide TCOA administration with voices from the community that help inform decisions affecting the Millage. The Committee's role includes providing input on the trends and needs in the community and advising on potential policies related to millage services.

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# 2022 ADMINISTRATIVE BOARD



**BRYAN  
CRENSHAW**  
INGHAM COUNTY  
COMMISSIONER



**KEN MITCHELL,  
CHAIR**  
CLINTON COUNTY  
COMMISSIONER



**MARK MUDRY**  
EATON COUNTY  
COMMISSIONER



**JEANNE  
PEARL-WRIGHT**  
EATON COUNTY  
COMMISSIONER



**LUCIANNA SOLIS  
(FOR MAYOR SCHOR)**  
CITY OF LANSING



**PATRICIA SPITZLEY**  
CITY OF LANSING  
COUNCIL MEMBER



**CHRIS SWOPE**  
CITY OF LANSING  
COUNCIL MEMBER

## NOT PICTURED

CITY OF EAST LANSING: **MAYOR RON BACON**, INGHAM COUNTY COMMISSIONER: **IRENE CAHILL**, CITY OF LANSING COUNCIL MEMBER: **BRIAN DANIELS**, EATON COUNTY COMMISSIONER: **BLAKE MULDER**, INGHAM COUNTY COMMISSIONER: **RANDY SCHAFER**, CLINTON COUNTY COMMISSIONER: **DWIGHT WASHINGTON**





# 2022 ADVISORY COUNCIL



**SUSAN COCKERILL**  
INGHAM COUNTY



**HEATHER FEBRES-CORDERO**  
**HOSPICE OF LANSING**



**FELIX "BUD" FLISS**  
CITY OF  
EAST LANSING



**EILEEN HEIDEMAN**  
**MI SENIOR ADVOCATES COUNCIL (MSAC)**



**EMMA HENRY**  
**CAPITAL AREA HOUSING PARTNERSHIP**



**GLORIA KOVNOT,**  
FIRST VICE PRESIDENT  
INGHAM COUNTY



**ZEENAT KOTVAL-KARAMCHANDANI**  
**MSU SCHOOL OF PLANNING, DESIGN & CONSTRUCTION**



**KIRK LEWIS**  
**MSAC & SENIOR ADVISORY COUNCIL (SAC)**



**LUCY MAILLETTE**  
INGHAM COUNTY



**CHERYL MASK**  
CITY OF LANSING



**KELLY NEVE**  
**INGHAM/EATON COUNTY DHS**



**THOMAS NOBACH**  
CLINTON COUNTY



**MEGHAN PINEDA**  
**WIND BENEATH YOUR WINGS**



**BARB SMITH**  
EATON COUNTY



**JOHN STAUFFER**  
**MI VETERANS AFFAIRS AGENCY**



**MADELYN "ARCHI" TOMCZYK,** PRESIDENT  
CLINTON COUNTY



**ANITA TURNER**  
CITY OF LANSING

## NOT PICTURED

EATON COUNTY: **JOSEPH GUTIÉRREZ, SUSAN HOFFMAN** (SECOND VICE PRESIDENT), AGENCY REPRESENTATIVES: **COMMUNITY MENTAL HEALTH OLDER ADULT SERVICES/ DAWN SARGENT** (CORRESPONDING SECRETARY), **DISABILITY NETWORK CAPITAL AREA/CARLA LASATER, TRI-COUNTY NUTRITION COUNCIL/COLONIAL WOODS/NAKITA HARDEN, SOCIAL SECURITY ADMINISTRATION & SAC/ROBYN FORD, MAPLEWOOD AFC/RAUL PRESAS, LEGAL SERVICES OF SOUTH-CENTRAL MICHIGAN, JESSICA MAAS, MSAC REPRESENTATIVE: MARY ABLAN**



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# ADVOCACY AND ENGAGEMENT

The Michigan Senior Advocates Council (MSAC) studies senior issues and informs elected officials, devoting a significant portion of each meeting to visiting legislators' offices and talking with them and their staff. In FY 22, TCOA had three representatives on MSAC. Council members advocated with legislators about the availability of in-home supports and services, such as MI Choice, the state match for federal funds, and consumer protection relating to Auto No-Fault.

TCOA also had two representatives on the Senior Advisory Council (SAC). SAC is an advisory body to the Michigan Commission on Services to the Aging where members study aging issues and recommend policy updates to the Commission. In FY 22, Older Michiganians Day and Senior Action Week took place the week of May 9-13 with activities and events virtually, as well as a smaller in-person event for Older Michiganians Day on Wednesday, May 11. The 2022 Platform: Support and Strengthen the Direct Care Workforce, Rebalance Community-Based Long-Term Services and Support (LTSS), Expand Access to MI Choice, Increase Access to Home and Community-Based Services, and Bridge the Digital Divide for Older Adults. Legislators visited attendees and approximately 5,650 letters were delivered to legislators with over 550 letters from TCOA's region.



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# PROGRAM AND PROJECT OUTCOMES

In Fiscal Year (FY) 2022, TCOA, working in partnership with agencies and service providers across the area, connected with over 40,000 older adults, adults with disabilities, caregivers and families. Services and supports were provided to over 18,800, a 3% increase from the previous year. TCOA also provided Outreach to over 21,000 tri-county residents and community partners, including 42 Presentations, 15 Community Events, 7 Health Fairs, 32 E-News, Mailings, or Flyer postings, as well as 4 Radio/TV appearances. The TCOA E-newsletter open rate was 38%, compared to 4% industry average. (Data provided by Constant Contact).

Information and Assistance specialists provided information on topics of importance to older adults and persons with disabilities to 12.5% more people than the year before.

Provided directly, TCOA offered 22 Evidence-Based Workshop series to 146 enrollees. The number of series completers increased 18.5% from last FY with an overall participant retention rate of 88%.

Although home-delivered meal participants dropped 4.4%, referrals were on the rise at the close of the FY. The congregate meal program also saw a 1.3% decrease in participation, but is working on details to get all dining sites reopened and on a regular schedule with some sites increasing availability. Additionally, TCOA was able to distribute 300 Project Fresh coupon books to 267 seniors, increasing reach by 33.5%. The Nutrition program will be transitioning to a new software database for reliability and expanded features to increase efficiencies and service delivery capabilities.

The Long Term Care Collaborative was restarted and the group completed the Long Term Care Chart. TCOA Staff also completed one presentation to a cohort of Residents through a partnership with MSU College of Human Medicine to implement the Caring for Patients with Chronic Conditions curriculum to educate Medical Residents on resources available through the aging network.

Since last FY, self-identified Caregivers that connected with Information and Assistance Specialists increased by 17%, Kinship Caregivers served increased by 83%, and Caregiver focused evidence-based workshops experienced a 13% increase in Caregiver enrollees.

Of the 18,800 resident served, 33% self-reported as White, 13% Black, 1% Asian, less than 1% Alaska Native, less than 1% Native Hawaiian/Pacific Islander, less than 1% identified as some other race, not specified, and 50% of participants did not report a race or was unknown. Additionally, 4% were Hispanic or Latino (of any race). By race, all experienced a decrease with the exception of the Asian population. TCOA saw a 7% increase in clients served from the Asian community in FY 22.

When compared to the regional Census breakdown, TCOA did well serving residents that identified as Native Hawaiian or Pacific Islander, American Indian or Alaska Native, or Black or African American. TCOA will need to improve efforts to collect more data overall, and connect with and serve those that identify as Asian, Hispanic, or Latino, or some other race (non-White).

# SERVICE DATA

TCOA Direct & Access Services	Clients	Units of Service**
Information and Assistance (I&A)*	4,386	4,386
Community Resource Navigator (CRN)	64	64
Crisis Services for the Elderly (CSE)	898	898
Options Counseling	208	208
Medicare Medicaid Assistance Program (MMA)*	1,272	910
Creating Confident Caregivers® (CCC)*	21	248
Kinship Care Respite Program*	6	226
Diabetes Personal Action Toward Health (PATH)*	35	438
Diabetes PATH Tool Kit and Weekly Phone Call*	10	60
Matter of Balance (MOB)*	31	494
Chronic Pain PATH*	11	124
Chronic Pain PATH Tool Kit and Weekly Phone Call*	0	0
Powerful Tools for Caregivers (PTC)*	20	299
Project Choices*	1,735	3,872,208
MI Choice I Medicaid Waiver	1,086	3,578,910
Case Coordination	460	208,674
Ingham County Elder Services Millage Case Coordination	325	75,855
Care Management	103	79,039
Other Participants Receiving Supports Coordination	421	5,585
Friendly Reassurance*	248	3,047
Outreach*	21,215	185

Nutrition	Clients	Units of Service**
Congregate Dining Sites*	709	55,415
Home Delivered Meals*	1,994	383,831
Senior Dine Card*	0	0
Senior Project Fresh*	267	300

\*Included in Grand Total 2022    \*\*Units of service vary by program

# SERVICE DATA

\*Included in Grand Total 2022 \*\*Units of service vary by program

Contracted Services	Clients	Units of Service**
Information and Assistance* <i>Capital Area Community Services (CACS)</i>	2,522	2,980
Volunteer Transportation* <i>Retired &amp; Senior Volunteer Program (RSVP) &amp; Clinton Transit</i>	838	7,168
Volunteer Respite Care* <i>RSVP</i>	0	0
Adult Day Care* <i>Active Living For All, Elizabeth's Place, and Forster Woods</i>	18	5,752
Elder Abuse Prevention* <i>Michigan Elder Justice Initiative</i>	2,340	145
Long Term Care Ombudsman* <i>Michigan Elder Justice Initiative</i>	602	2,127
Legal Services* <i>Legal Services of South-Central Michigan (LSSCM)</i>	729	1,697
Kinship Care Respite Program* <i>MSU Kinship Care Resource Center</i>	0	0
Senior Fitness* <i>YMCA of Lansing</i>	624	1,778
Friendly Reassurance* <i>RSVP</i>	266	15,138

	Clients	Units of Service**
TCOA Direct & Access Services Subtotal	29,118	3,882,625
Nutrition Services Subtotal	2,970	439,546
Contracted Services Subtotal	7,939	36,785
<b>Grand Total 2022***</b>	<b>40,027</b>	<b>4,358,956</b>

\*Included in Grand Total 2022 \*\*Units of service vary by program \*\*\*Grand Total represents a duplicate client count.

# MILLAGE REPORT - INGHAM COUNTY

The Ingham County Elder Persons Millage served 4,460 seniors in 2022. During 2022, changes were made that had a significant and positive impact. Shifting to an overall total budget allowed for greater flexibility to keep up with the demands and needs of area seniors. Raising the home repair limit allowed for funding of much-needed, costly repairs to improve the safety of aging homes.

Eviction and utility shut-off preventions were the most requested crisis services and non-covered medical assistance assists seniors with needed items like durable medical equipment that are not covered by health insurance.

A third Case Coordinator was hired to reduce the wait list for in-home care.

An additional Information and Assistance (I&A) Specialist was hired to better manage the increased demands for this service. I&A Specialists help to identify those that fall within the scope of services and prioritize the most critical needs.

Chore services, particularly snow removal and lawn services, remain in demand.

Supplemental pandemic emergency relief, including cash assistance, expanded free food resources, and an increase in SNAP food benefits correlated with a short-term reduction in home-delivered meals (Meals on Wheels). In addition to millage funds, American Rescue Plan Act (ARPA) funds supported the Nutrition Program. Congregate dining sites have re-opened for dine-in service. Those that remain closed will reopen once the volunteer base is rebuilt. Support from the millage will be crucial to increase provision of service in rural and low-income areas.

Legal and Long-Term Care Ombudsman services also increased at a high rate.

Activities identified under Healthy Aging and Wellness (evidence-based programs) continue to be fully funded by donors and other fund sources.

Nutrition Services	Number of Meals	Number of Clients	%+/- 2021
Home-Delivered Meals	37,216	623	-6%
Congregate Dining	3,496	N/A	-87%

Other Services	Number of Clients	%+/- 2021
Home Repair/Chore	207	192%
Crisis Services	125	400%
Non-Covered Medical (Gap-filling)	142	446%
Information & Assistance/Community Resource Navigator	2,704	21%
In-Home Services (Personal Care/Respite/Homemaker)	136	64%
Legal Services/Nursing Home Ombudsman	523	136%
Healthy Aging/Wellness	0	N/A
Total Clients Served with Millage Funds	4,460	34%



# FINANCIAL REPORT

	Revenue	Expense
General Fund Administration	\$ 701,286	\$ 857,842
Federal Title III Administrative	165,803	165,803
Federal Title III B Services	666,282	666,282
Federal Title III C1 Nutrition	445,032	503,142
Federal Title III C2 State Home Delivered Meals	2,221,043	1,854,979
Federal Title III D Services	25,937	25,937
Federal Title III E Services	200,328	200,328
Federal Title VII A Services	3,477	3,477
Federal Title VII Elder Abuse	6,343	6,343
Federal CARES Title III B Services	31,545	31,545
Federal CARES Title III E Services	1,371	1,371
Federal CARES HDC-5 Administrative	15,275	15,275
Federal CARES HDC-5 Services	134,316	134,316
Federal Medicare/Medicaid Assistance Program	94,731	83,025
State Administrative	28,504	28,504
State Alternative Care	137,952	137,952
State Care Management	264,697	264,697
State Respite Care	33,032	33,032
State In-Home Care	498,375	498,375
State Access Services	27,953	27,953
State Merit Award Respite	122,064	122,064
State Aging Network Services	43,590	43,590
State Caregiver Support	15,851	15,851
State Direct Care Worker	133,205	133,205
Home and Community-Based Services Waiver	31,496,931	30,491,086
Evidence-Based Programs	151,524	151,524
Crisis Management	128,955	128,955
Supplemental Nutrition	325,250	532,753
Ingham County Elder Persons Millage	1,504,401	1,504,401
<b>Total</b>	<b>\$ 39,625,053</b>	<b>\$ 38,663,607</b>

# SPECIAL FUNDING AND GRANTS

2022 Special Funding				
	CARES		Supplemental Nutrition Funding (Supplemental 5-HDC5)	
	Title III B	Title III E	C 2	Total
Homemaker	\$ 31,545			\$ 31,545
In-home Respite		1,371		1,371
Home Delivered Meals Administration			15,275	15,275
Home Delivered Meals			134,316	134,316
<b>Total</b>	<b>\$ 31,545</b>	<b>\$ 1,371</b>	<b>\$ 149,591</b>	<b>\$ 182,507</b>

2022 Grant Funding		
Organization	Purpose	Amount
Michigan Department of Health and Human Services	Home Delivered Meals & Peer Support System	\$ 49,757
Michigan Department of Health and Human Services	Expanding Older Adult Access to COVID-19 Vaccine	19,603
Disability Network Capital Area	No Wrong Door	14,900
<b>Total</b>		<b>\$ 84,260</b>

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# FUNDRAISING REPORT

Revenue	
Direct Mail Campaigns	\$ 69,795
Dinner & Auction	90,521
Golf Outing	41,882
Meals on Wheels Donations	4,475
General Donations	751
Raffle	7,110
United Way	449
Interest	1,293
Total Revenue	\$ 216,276
Fundraising Expenses	
Staff Support	\$ 19,169
Fundraising Expense (i.e. postage, supplies, printing, etc.)	25,142
Total Fundraising Expense	\$ 44,311
Program Expenditures	
Meals on Wheels	\$ 248,000
Meals for Under Age 60	4,500
Waiting List for In-Home Services	453
Total Program Expenditures	\$ 252,953

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# EVENT SPONSORS

## DINNER AND AUCTION

### EVENT SPONSOR

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### PRESENTING SPONSOR

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HOLT SENIOR CARE & REHAB  
LANSING BOARD OF WATER & LIGHT  
THATCH COMPUTER CONSULTING  
SHAHEEN CHEVEROLET, LANSING  
MARK AND ELLEN SULLIVAN  
STACIA BUCHANAN

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INGHAM CO. MEDICAL CARE FACILITY  
JEFFREY & SALLY HARROLD  
JWR HEALTH SERVICES  
SENIOR COMMUNITY CARE (PACE)  
SHINBERG INSURANCE AGENCY, INC.  
THE WILLOWS AT  
OKEMOS & EAST LANSING

### BENEFACTORS

TED & MAUREEN BUDA  
CASWELL LAW PLLC  
FAMILY & ELDER LAW OF MID-MICHIGAN  
JAMES AND JAN FRY  
GEORGE F. EYDE FAMILY  
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# EVENT SPONSORS

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SHAHEEN CHEVEROLET & YOUR

MICHIGAN CHEVY TEAM

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MARECK FAMILY & GERIATRIC SERVICES

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HANDS HOME CARE AGENCY

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GABRIELS COMMUNITY CREDIT UNION

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TWO MEN AND A TRUCK

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CULVER'S RESTAURANTS

FIRST HOUSING CORPORATION

INDEPENDENCE VILLAGE OF

EAST LANSING

MAYOTTE GROUP ARCHITECTS





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# TCOA STAFF

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HUDA AHMED  
SALAH AHMED  
KC AUSTERN  
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CAROL BARRY  
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SUZI BEARD  
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JAMES BRANDELL  
KATHERINE BRANSON  
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SHARON MCCULLEM  
AUTUMN MCDONALD  
DELANE MCKINNEY  
MARCY MENTINK  
ANNETTE MERRILL  
LAURIE MILLER  
JILL MOULTON  
ADDIE MUTCH  
JOSEPH OLIVER  
MONICO OLIVERAS  
MARION OWEN  
CONSTANCE PHIFER  
LISA PHIPPS  
ANDRIA PLATTE  
ANDREA RADEL  
VIRGINIA RAMIREZ  
JOE REEVES  
ASENATH REGAN  
DEVONA RITTER  
AMY ROBB  
SHELLY ROGERS  
RHONDA SAYLES  
DIANA SCHLAACK  
ERIN SCOTT  
KRISTINA SELLEK  
FRANCIE SIFUENTES  
SANDRA SIMMONS**

**MARGARET SIMPSON  
CHARLENE SMITH  
KAREN SMITH  
REBECCA SMITH  
THOMAS SMITH  
ROBIN SORRELLS  
TASHA STETLER  
RACHAEL STOHLIN  
VALERIE STURDIVANT  
CELENE SWAGLER  
ALIYAH TAYLOR  
SUZANNE THUMA  
MICHELE TOROSIAN  
BEVERLY TURNER  
ANTIGONI TZUMAKAS  
JANICE UNDERWOOD  
BRIAN WATSON  
NICOLE WATSON  
VICTORIA WATSON  
ROBIN WEBB  
JUDITH WERNERT  
ELIZABETH WETHERELL  
RACHEL WHETSTONE  
MARILYN WILEY  
CHEYENNE WILLAMAN  
CARRIE ZAY**



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# VOLUNTEER REPORT

**2022 Volunteers = 12 full-time employees!**

TCOA thanks all of the individuals, businesses, and organizations that supported its mission through volunteerism in FY22. Over 1,100 volunteers empowered individuals to live safely and independently by delivering and serving meals, offering guidance on Medicare options, facilitating health and wellness workshops, and checking-in on local older adults through friendly phone calls. In addition to these efforts, The Dart Bank, Homecare Alternatives, and Jackson National Life Insurance Company® provided significant financial support and offered staff time in planning TCOA's fundraising events. Looking ahead, the invaluable dedication and compassion that our volunteers provide to older adults and adults with disabilities will be essential in expanding TCOA's reach in the community.

Program or Purpose	Number of Volunteers	Hours Served
Evidence-Based Programs	8	162
Events and Fundraising	46	165
Medicare Medicaid Assistance Program (MMAP)	8	910
Nutrition Programs	1,059	21,976
Advisory Council	25	289
Friendly Reassurance Program	35	1,530
Administrative	3	42
<b>Total</b>	<b>1,184</b>	<b>25,074</b>

# 2022 VOLUNTEER SPOTLIGHTS

Month	Volunteer Name	Volunteer Affiliation
October 2021	Joy and Betty Lowe	Eaton County Meals on Wheels
November 2021	Big Sister Little Sister MSU Chapter	Kitchen
December 2021	Linda Keilman	MSU AgeAlive
January 2022	Phyllis Givens	Clinton County Meals on Wheels
February 2022	Greg Bender/Gail Stevens	Rural Ingham Meals on Wheels
March 2022	Gloria Kovnot	Advisory Council
April 2022	Paulette Dunbar	Medicare Medicaid Assistance Program
May 2022	Judy Bengel	Clinton County Meals on Wheels
June 2022	Jacky Reid	Medicare Medicaid Assistance Program
July 2022	David Detrisac	Medicare Medicaid Assistance Program
August 2022	Dave Baerman	Senior Proxy Project, TCOA Dinner and Auction, and TCOA Golf Outing
September 2022	James White	Greater Lansing Meals on Wheels

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# CLIENT STORY: KRISTA



Krista is one of about 1,000 individuals receiving services within TCOA's Project Choices program. In 2013, Krista received the happy news that she was well enough to be discharged from an assisted living facility where she was placed after facing life-changing physical challenges. Although a discharge is welcome news, for many who are going to leave a facility but still need some help, the question of "what next" looms. It was at that time that Krista began working with a TCOA Supports Coordinator who introduced her to the Project Choices program. In Krista's

own words: "Through Tri-County Office on Aging I have been allowed to be a Project Choices participant and a member of the CSI group, which stands for Choice, Satisfaction and Independence. Through CSI I have the choice to be satisfied with living independently and I feel supported by my peers. I am honored to be a part of a group of people with physical challenges like myself, who also have learned that they have choices, that they can be satisfied, and that they can live independently with the help of Tri County Office on Aging. CSI has encouraged me to advocate for myself. It has shown me that I have a voice regardless of my physical challenges. Becoming physically challenged, I realize that I had taken my independence for granted, assuming I would never need day to day care to live in my own home. Even though in life you look around and see others that are similar to you, it makes a big difference to actually connect and realize that your issues are problems others also face and you are not alone. I want to thank each of you for your heart of compassion that has compelled you to join with Tri-County Office on Aging and help."

**"...I have the choice to be satisfied with living independently..."**



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# CLIENT STORY: CINDY

"I wouldn't be where I am now, almost 3 weeks later and I haven't had to use my cane in 2 weeks. I am stronger every day and better than I have been in 18 months of being on medications. My thinking is so much clearer and my memory has immensely improved. It took about a full 2 weeks to get the medication out of my system. I was depressed because walking was hard and I didn't know how much longer I could keep going without needing more assistance. I'm only 64. I wasn't going down a good road. I am so grateful for A Matter of Balance (MOB). I now walk in confidence; I learned so much. I'm exercising to get stronger, and in April I'm going to Myrtle Beach with my kids to sit on the beach for a week."

-Cindy, Matter of Balance Participant



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# TCOA PROGRAMS AND SERVICES



## CARE OPTIONS

- Caregiver Support offers information, referral and classes for caregivers and their families in order to plan for the future regarding common concerns they face.
- Case Coordination is available for people who can benefit from limited support. A specialist conducts an assessment and can arrange in-home services for eligible persons who need some assistance with personal care, homemaking, or respite from caregiving.
- Project Choices/MI Choice Program offers an alternative to living in a nursing home for people who meet level of care and financial eligibility. A nurse and social worker team assists eligible individuals, with their families and friends, to design a plan of care. Coordinating and providing key services, while respecting each individual's right to choose their own options, offers clients the opportunity to remain at home or live in the setting of their choice.

## EVIDENCE-BASED PROGRAMS

### *Health and Wellness*

- Chronic Pain Personal Action Toward Health (PATH) is a six-week workshop to learn how to manage chronic pain without increasing medications.
- Diabetes Personal Action Toward Health (D-PATH) is a six-week workshop about diabetes where individuals learn different techniques to manage this chronic condition.
- A Matter of Balance is an eight session workshop designed to manage falls and increase activity levels in older adults.
- Enhance® Fitness Administered by local partners including YMCA of Metro Lansing

### *Caregiving*

- Powerful Tools for Caregivers is a six-week workshop for non-professional caregivers designed to provide tools and strategies to better handle unique challenges faced while caring for a family member or friend. This workshop is not specific to caregivers of those with Dementia/Alzheimer's.

**TRUALTA** is an online tool that aims to help caregivers with resources and courses on a variety of topics. Trualta can be found at [tcoa.trualta.com](http://tcoa.trualta.com).

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## NUTRITION

- Meals on Wheels offers several home delivered meal program options. Each of these options offers healthy, well-balanced, flavorful meals that provide 1/3 of the daily nutritional needs of older adults. Although payment is not required, donations for meals are welcome.
- Congregate Meal Program provides participants good company and wholesome food, as well as educational and entertaining activities. Although payment is not required, donations for meals are welcome.
  - *Senior Dining Sites*: There are approximately 20 sites throughout the tri-county area.
  - *Senior Dine Card* provides an occasional meal at local participating restaurants to qualified seniors who do not have access to a Senior Dining Site (typically rural locations).
- Senior Project Fresh provides coupons to qualified seniors to purchase fresh fruits and vegetables at participating Michigan farmers markets June through October.

## RESOURCES AND INFORMATION

- Crisis Services for the Elderly provides limited assistance for non-medical emergencies, i.e. imminent utility shut-off notices and the immediate need for prescription drugs. Crisis Services staff are available M-F 8:00 am – 5:00 pm with an afterhours phone line.
- Information & Assistance Specialists provide information on topics of importance to older adults, persons with disabilities, and their caregivers such as housing options, financial eligibility for programs, in-home services and long-term care options.
- Friendly Reassurance Calls: Volunteers make regular phone contact with older persons to assure their wellbeing and safety and to provide companionship and social interaction.
- Kinship Care/Respite Program provides rest and relief for non-parent older adults (55+) who are raising a child 18 years old or younger. The program can help pay for activities such as day care, sports camps, summer classes, and extracurricular activities. TCOA partners with MSU Kinship Care Resource Center which offers support groups, trainings, etc.
- Michigan Medicare Medicaid Assistance Program counselors help individuals to understand Medicare & Medicaid, enroll in Medicare prescription drug coverage, review supplemental insurance needs, apply for Medicaid Medicare Savings programs, and provide information to help identify and report fraud, abuse or scams. Call 1-800-803-7174 for more information.
- Options Counseling offers older adults and their caregivers assistance in planning to meet long term care needs that arise as individuals seek to remain in the community as they age. This can include identifying needs, providing information regarding community resources and creating a plan of action. Options Counseling takes place through both phone and in-person conversations, has no income eligibility requirement and is available to both individuals and their support system.
- Tax Preparation/AARP Foundation Tax Aide Program provides trained volunteers who assist low- and middle-income older adults and persons with disabilities with their income tax and property tax credit forms. Scheduling begins in late January/early February for appointments through April.



**TRI-COUNTY OFFICE ON AGING**  
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**HOURS: 8:00 A.M. TO 5:00 P.M.**  
**MONDAY THROUGH FRIDAY**



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