

St. Joseph County Commission on Aging



2017
Annual Report



Leading the Way

1 From the Director

This past year has been full of accomplishments and steps forward for the COA and our immediate future will be no different. We're working to make St. Joseph County the best place for seniors to lead healthy and happy lifestyles. We appreciate the support we received from the community to achieve this goal.

Citizens of St. Joseph County,

This St. Joseph County Commission on Aging (COA) 2017 Annual Report highlights some of our achievements in helping people 60 and over maintain independence and lead a great quality of life. We were able to achieve many of the goals that we established for the year, including an increase in the number of COA members by over 10%. Increasing the number of people we serve is important to us because it means that there is value and support for what we offer to the community. We plan on continuing effort to see our membership increase.

We implemented several new programs to better address the needs of those we serve that I'd like to highlight.

COA filled a void in St. Joseph County by implementing a ramp program; this inspired effort brings together resources and volunteers to help seniors with accessibility at their homes. Funding for this program comes from the senior millage and has successfully cleared a backlog of need for this service;

We've identified a few smaller communities in the County where COA can help more seniors but the distance to our Enrichment Centers poses a challenge. To address this we've taken the COA on the road to help improve access to our services. An example is a lunch site that we started in Colon. Providing lunch two times a month has introduced our services to people that may not have otherwise known how we can help. This type of opportunity is something we would like to expand in the future;

The last newly implemented program that I'd like to touch on relates to how we communicate and gather information from our seniors. In both of our Enrichment Centers we have started a Senior Council; this is where we invite any senior in the County to come in and provide feedback on our services and programs. The feedback we receive at these meetings covers a wide range of topics and has led to improvements in specific activities, events and in how our Centers are used.

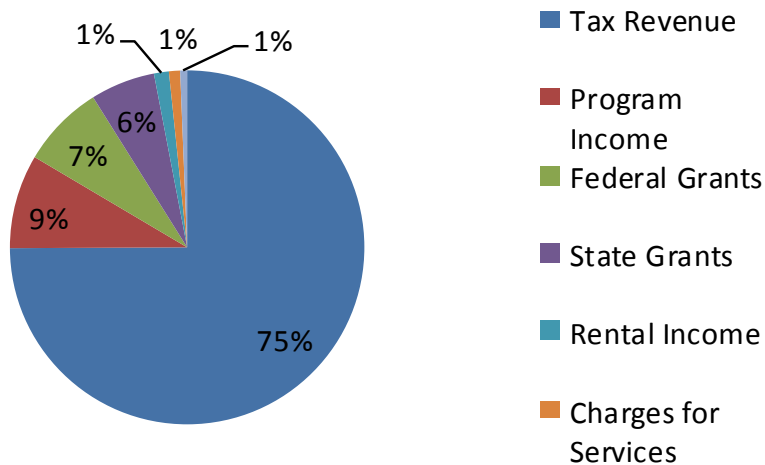
Two things that I'm particularly proud of at the COA that began in 2017 and are still underway are the St. Joseph County Legacy Project and our future home, the Rivers Enrichment Center and Residence in Three Rivers. The Legacy Project documents the stories of senior citizens in St. Joseph County and preserves it for future generations. These interesting stories come from any citizen of the County and in some cases local high school students have served as biographers; adding to the "legacy" of this project. Our volunteer leader in Sturgis has served as the catalyst for the success of this program;

The soon to be Rivers Enrichment Center and Residence started in 2017 with the securing of the former Three Rivers Inn through the tax foreclosure process. Since that time we have been working through the development of construction plans, financing options and cleaning out the building. As I write this, we are on the verge of beginning construction that will be completed in 2019. We are excited to offer the new service of affordable housing to the seniors of St. Joseph County; combining that with a County run senior center certainly is unique and an example of leadership that should make all citizens of our County proud.

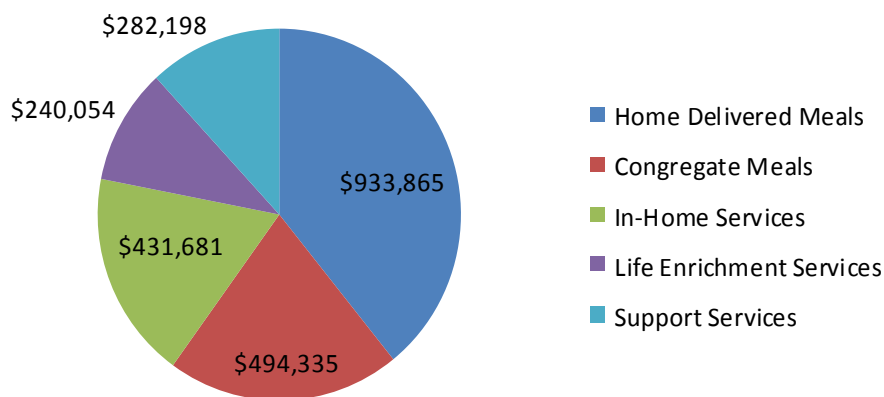
Tim Stoll
Executive Director

2 Funding

Program Revenue



Program Expenditures



There are about **13,000** seniors in St. Joseph County, making up 21% of the County's total population.

The COA provides services and programs to more than **3,500** seniors each year.

This includes:

14,000 hours of personal care, respite care and homemaking.

We deliver more than **150,000** meals directly to a senior's home each year.

More than **36,000** visits are made to our two senior centers annually .

3 Nutrition

155,714

delivered meals

59,782

meals served at the centers and through our Restaurant Program.



The COA Nutrition Department continued to focus on outreach efforts to ensure that the department was reaching as many seniors as possible - especially those that may face obstacles in getting to one of our centers in Three Rivers or Sturgis.

One way we accomplished this was through our Friendly Reassurance Program, which offers phone calls and home visits and celebrates quirky, fun national days. Our Meals on Wheels drivers also deliver treats monthly to all home delivered meal clients. And our site coordinators also participate by sharing the treats with all participants dining in. We experienced a 68% growth in the Friendly Reassurance Program in 2017 and believe that this personal connection to seniors in our community is truly benefiting those who need it the most.

Another way we have tried to reach more seniors in the county was by establishing a lunch site in Colon. We offer lunch there two times a month and are reaching seniors that may otherwise not be exposed to our services or may face difficulty in getting to one of our centers.

The Nutrition Department was honored to receive an \$8,000 grant from the Meals on Wheels of America Association through Kellogg. This grant allowed us to provide 4796 breakfast bags to home delivered clients in 2017.

Our Restaurant Program continued to see growth in 2017 and it remains very popular with our seniors. This unique service is person centered and focuses on the health risk of social isolation. Participants can choose which of the 16 restaurants they would like to eat at, what time of day they would like to eat and of course, what they would like to eat. We added Bullseye Marketplace to our Program in 2017.

We continue to partner with the Activities Department by providing food at many of our special events, such as the Murder Mystery dinners and the Father's Day Picnic at Rawson's King Mill Park where we grilled lunch for the senior dads and their families. We also grilled out weekly at each center during the summer months, which helped to increase participation at our centers.

Katie Hughes
Nutrition Manager



4 Marketing & Life Enrichment

2017 was a year filled with a slew of fun activities for our seniors with emphasis on increasing our exercise offerings, in particular those that were certified as Evidence Based Disease Prevention (EBDP) courses.

In 2016 we offered almost 600 hours of EDPM classes at our two senior centers in Sturgis and Three Rivers. That number jumped to more than 900 hours in 2017, or a 37% increase. In terms of participants, we saw a 40% increase - from 6,236 participants in 2016 to 10,774 in 2017.

One of the new exercise opportunities we offered our seniors was an outdoor walking program and we added more classes of cardio drumming and balance exercise at our Sturgis center.

We tried several new activities in 2017 that our seniors enjoyed a great deal. In January we put on an “Antiques Roadshow” type event that drew interesting and unique items from people’s attics, garages and basements. Our seniors had a great time sharing their stories about the objects and where they were found, how old they were and how they came into their possession.

We also put on two Murder Mystery dinners that both the “actors” and the audiences really enjoyed. For Mother’s Day we had a tea where our seniors could invite their daughters and/or granddaughters to join them and enjoy a delicious array of goodies while listening to a fantastic quartet of musicians. It was a special day for everyone who participated. Our senior dads got to go on a picnic at one of St. Joe County’s most beautiful locations - Rawson’s King Mill Park - after a morning of fishing with their sons and/or grandsons.

We connected with area schools in a variety of ways in 2017 which is a great way for different generations to get together and enjoy what each group has to offer. Howardsville Christian high school students participated in the Legacy Project with some of our seniors in Three Rivers. The Legacy Project documents the stories of senior citizens in St. Joseph County and preserves it for future generations. The students from Howardsville Christian served as biographers; adding to the “legacy” of this project. Our volunteer leader in Sturgis has served as the catalyst for the success of this program and we hope to continue it with other high schools in the county. Our seniors donated Easter candy for younger students both in Sturgis and Three Rivers and had Easter Egg hunts at both our locations. It is hard to tell who had more fun at these events.

We continue to find new ways to market the COA to the community. We have a strong radio campaign that allows us to inform a large number of people about the services and programs we provide. Our Facebook presence has continued to grow and social media will be the focus of our marketing efforts in the coming year.

Ruth Mancina
Marketing & Life Enrichment Manager



1,052

Bus tickets given
to seniors

446

Volunteers -13 %
increase from 2016

5 In-Home Services

1,859
Clients
served

homemaking
personal care
respite care
chore work
home repair
MMAP counseling

The In-Home Services Department had a successful 2017 as evidenced by several factors including: an increase in the number of seniors served, a new program to recognize our staff and helping Medicare/Medicaid beneficiaries save more than \$150,000 by enrolling them in Medicare drug and health plans.

Gold Star Program

In 2017, the In Home Services Department began an Employee Recognition Program called The Gold Star program. It was started as a way to recognize home care aides and chore workers who go above and beyond in their work. The COA has 19 aides and chore workers who are helping seniors in their homes with such services as personal care, home making, respite care and chores. Winners are chosen every three months and receive a certificate and a gift card. Some examples of aides or chore workers going above and beyond are helping one of our clients wrangle a pig back into its pen, going to a client's home during the holidays, assisting a client in getting heat, and helping a client take care of his or her pet. I am very proud of the work that the aides and chore workers do each and every day. They really demonstrate that they understand the mission of the COA and how we are committed to keeping seniors healthy and safe in their homes.

Outreach Efforts for the MMAP Program

In 2017 we focused on several outreach efforts to find volunteers to assist with our Medicare/Medicaid Assistance Program (MMAP). Our efforts paid off and we have a dedicated volunteer who participated in significant training both on-line and with COA staff. That volunteer completed his first 60 hours of counseling and was a big help in serving seniors in 2017.

The MMAP program was very busy in 2017. St. Joseph County MMAP counselors assisted 469 elder and disabled citizens find their way through the health care maze and saved them \$171,480 in out-of-pocket expenses, bringing peace of mind to those who are often confused and frightened when they deal with unfamiliar and difficult government systems.

Social Security Express

The COA began a partnership with the Social Security Administration in a new project called Social Security Express. This is a new service delivery model that allows individuals to conduct Social Security business online using the COA's public access computers. Each computer contains a shortcut on the desktop that allows you to access a variety of Social Security online services in English or Spanish. Clients have been using the Social Security Express for Low Income Subsidy which assists Medicare beneficiaries with prescription cost and applying for Medicare benefits.

Sherry Swartz

In-Home Services Manager

6 Advisory Board



Jon Withers
(Chair)



Margaret Shultz
(Vice-Chair)



Charles Thompson
(Secretary/Treasurer)



Loyid (Ed) Stemen



Steve Boland



Al Heivilin



James MacTavish



Allen Balog



Deborah Davis

COA STAFF

Executive Director

Tim Stoll

In-Home Services Manager

Sherry Swartz

Nutrition Manager

Katie Hughes

Marketing and Life Enrichment Manager

Ruth Mancina

Life Enrichment Coordinator

Samantha Stone

Finance Clerk/Building Rentals

Kris Butler

Referral/Intake Specialist

Jeanette Cage

Program Assistant

Cassie Graber

In-Home Assessor

Sonia Personette

Three Rivers Receptionist

Pat Dane

Sturgis Receptionist

Alex Kelley

Site Coordinator

Ann Happel

Cook

Angie Skeen

St. Joseph County
Commission on Aging
103 S. Douglas Avenue
Three Rivers, MI 49093
(269) 279-8083
sjccoa.com

