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ANNUAL REPORT

St. Joseph County Commission on Aging





From Our Executive Director

Tim Stoll

Citizens of St. Joseph County,

Our Annual report for 2019 will highlight some of the great accomplishments of the St. Joseph County Commission on Aging (COA). We were the busiest we have ever been in 2019, serving seniors in new and creative ways and challenging ourselves to continually improve.

In September of 2019, COA completed construction on our new enrichment center and senior residence in Three Rivers. The combination of affordable housing and a senior center is very unique, and we're thrilled to offer this benefit to the seniors of St. Joseph County. Our new building offers 46 senior apartments all overlooking an internal atrium area, in one and two bedroom formats. Interest in the apartments was immense leading up to opening the building and has continued after opening. All apartments were filled one week after the building opened. By combining housing and the enrichment center, we can provide a new building for all seniors to enjoy which will be self sustaining for future generations. This project further resurrected a blighted property and improved the Three Rivers landscape. The work at our new building will continue thanks to many generous donors who will support the creation of an indoor park and outside recreation area to be completed in 2020.

Great things also were happening at our beautiful building in Sturgis in 2019. Our goal to create a healthy senior community was certainly evident there as we expanded the fitness and wellness offerings and attendance at our programs soared. We've partnered with a great group of fitness instructors who make getting in shape fun for everyone.

As always, the COA set goals for 2019 and we were able to achieve many of them, including ways to make it easier for our seniors to access services. We implemented our own person-centered approach that allows seniors to choose how/when they receive services and makes registration easier. A part of this allows seniors to register for certain services from our website, streamlining communication. Additionally, participation at our Senior Council meetings has increased and provided an excellent platform for members of the COA to provide feedback on all services. One goal that we have each year is to increase the overall COA membership, our target for 2019 was to increase COA membership to 3,800; we're pleased to say at the end of 2019 we had 3,823 registered members.

COA has continued to fill the gap in service as it relates to accessible housing. We implemented a ramp program that has continued to grow in 2019. We've been able to assist 10 seniors in the county with ramps on their homes. It's easy to see the connection of this program to our Mission to keep people independent and in the setting they prefer. The COA is the only agency providing ramps to the county's seniors.

We're looking forward to more opportunities to help seniors at both of our magnificent enrichment centers and in their homes. We appreciate the overwhelming support that we receive from the citizens of St. Joseph County; many give significant financial contributions, others give freely of their time, both are needed to make the COA successful. We are always seeking new and innovative ways that we can help seniors and help COA achieve its Mission to promote independence, healthy lifestyles and engagement.



NUTRITION

Katie Hughes

We kicked off 2019 with monthly Culture Celebrations to bring another opportunity for participants to socialize, get information and receive a nutritionally sound meal. Each month the food is prepared based on the Culture we are celebrating, allowing participants to experience food from around the world. Partnering with our Life Enrichment team allows participants to also experience ideas, crafts and unique past times.

In 2019 we decided it was a great time to experience all the beautiful parks St. Joseph County has. We held our annual Teddy Bear Picnic at Sand Lake Park where many of our seniors brought a teddy bear or stuffed animal to donate to Victim Services of St Joseph County. Our Father's Day Celebration took place at Plumb Lake in Sturgis. Our Annual Picnic was held at Sand Lake Park and featured a Farmer's Market theme which also allowed us to share a wide variety of different produce that St Joe County has to offer. Finally, we celebrated "Just Because Day" at the Covered Bridge Farm with a picnic and bingo.

We added a new restaurant to our Restaurant Program - A Family Affair in Mendon. Our Restaurant Program continues to be extremely popular. It allows our seniors the opportunity to eat out at local restaurants for a reduced cost. The COA reimburses the participating restaurants the difference, providing community support to local business owners.

In 2019 our main focus was moving into a new building in Three Rivers. The Rivers Enrichment Center's kitchen is large and able to house all of our meal production. We moved meal production for both Home Delivered Meals and the Congregate Programs in November and it has worked well for our staff ensuring efficient and timely delivery of meals to our seniors.





RESIDENTIAL SERVICES

Nicole Notestine

The In-Home Services department saw a change in management as well as its name in 2019. In mid-February Nicki Notestine took over as Residential Services Manager to oversee the In-Home Program as well as the new Rivers Residential Apartments. This shift in management came with new goals for In-Home Services.

The biggest of those goals was for the In-Home aides employed with the COA to feel more connected to the management team and office staff. This was accomplished by giving the aides more frequent training that was relevant to their daily tasks with seniors. This training included customer service, mental health, performing basic personal care tasks as well as training on experiences as they pertained to In-Home Services. The department also developed procedures regarding client scheduling and aide travel throughout the county that was more streamlined, benefitting not only the aides but our seniors. Feedback from the people we serve throughout the county has been positive. Our aides are known to go above and beyond for the seniors they serve.

Starting in May of 2019, Rivers Residential Apartments opened up a model apartment to start showing to potential residents. The response to the project was remarkable and future residents started reserving their apartment in anticipation of opening. By July 2019, the apartments were 75% full with ongoing interest throughout the community. After the opening of the Rivers Enrichment Center in September 2019, focus was balanced between In-Home Services in the community and getting new residents moved in and acclimated to their new living environment. Since the opening of the senior apartments, Residential Services has had the opportunity to work more closely with Nutrition and Life Enrichment on connecting Residents to all that the COA has to offer. There has been a marked increase in participation from Rivers residents in the nutrition program as well as an increase in participation in activities at the center itself.

In addition to our aides who help seniors in their homes, this department also continues to help seniors who are looking for help with chores that our aides are unable to do, such as raking leaves, mowing lawns, snow shoveling or cleaning out a basement, for example.

And finally, our Tuesday Toolmen program continues to assist seniors with minor repair jobs or installation of safety features such as grab bars. These programs are central to the COA's mission of keeping seniors independent and healthy in their homes, which is beneficial to not only seniors but to our entire community.





LIFE ENRICHMENT

Ruth Mancina

2019 was an active and fun-filled year for our COA members as evidenced by the 30,000 visits to our two centers. We started the year off with fitness in mind as we introduced several new exercise classes at both our centers.

We also kicked off the year with monthly cultural celebrations where we offered an activity or program that focused on a different culture and our Nutrition Department developed a lunch that went with our culture. We had a luau in January, a cheese and “wine” pairing in April, a German musical performance in October and much more.

Our year was filled with dozens of trips to theatres, museums, casinos, restaurants and an overnight stay on Mackinac Island. We introduced a popular brain train club, trivia nights and we had a wedding renewal ceremony that was filled with love and happiness.

Our seniors are amazing volunteers, showing how much they care about their community and its citizens. Whether it was donating Easter baskets to veterans or teddy bears for children going through stressful situations, our seniors were more than ready to give.



Our Volunteers...

Vital to our Success



"Being a volunteer is a lot of fun! I get to meet so many people and have made some great friends."

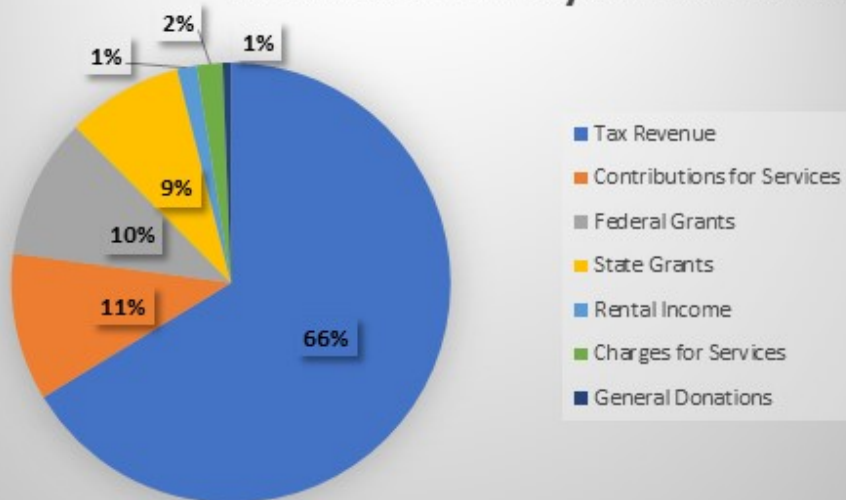
*Lucile Bloom
Three Rivers*

2019 was a great year at the COA! Whether it was our annual holiday party, a wedding renewal ceremony, or performances by a children's choir from Africa, our year was filled with fun!

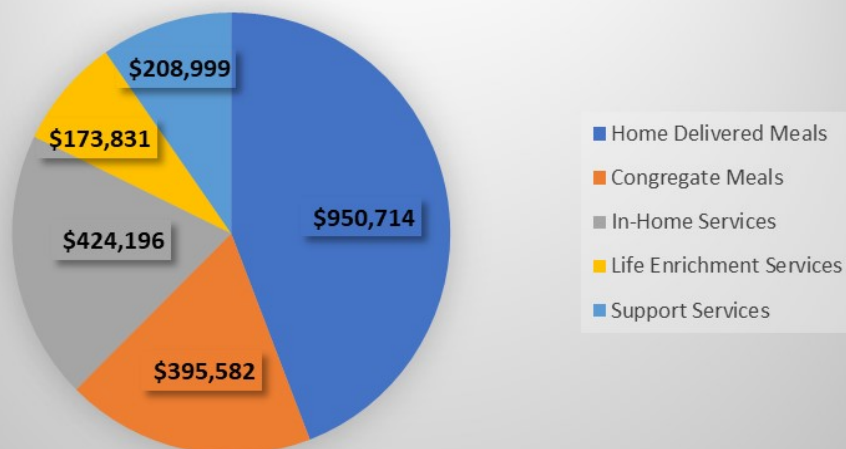


Financial Report

Where the money comes from...



Where the money goes...



COA Advisory Board



Deborah Davis
Board Chair



Jon Withers
Vice Chair



Charles Thompson
Secretary/Treasurer



Allen Balog



Steve Boland



James MacTavish



George Letts



Loyid Stemen



Lee Austermann



John Gelvin



Sarah Apwisch

The pictures above reflect the COA Advisory Board as of August 2020.

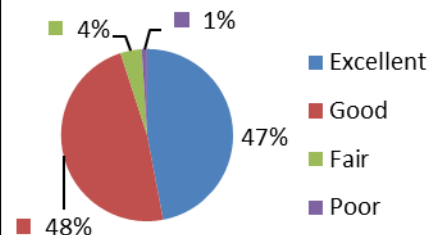
In 2019 Al Heivilin retired from serving on the COA Board.

His service to the COA is appreciated.

Margaret Shultz also was on the board in 2019. She passed away in September 2019. Her service to the COA is appreciated.

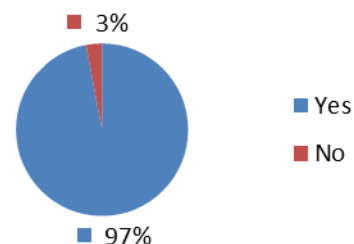
In late 2018 the COA conducted a survey that asked seniors in the community for their feedback on COA services and programs. The survey was presented to the COA Advisory Board in January 2019.

Overall Satisfaction



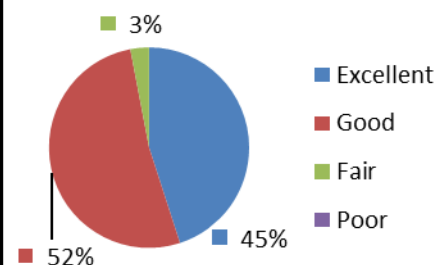
The Overall Satisfaction rate is 95%. The combination of all "Excellent" and "Good" responses.

Recommendation of COA Services



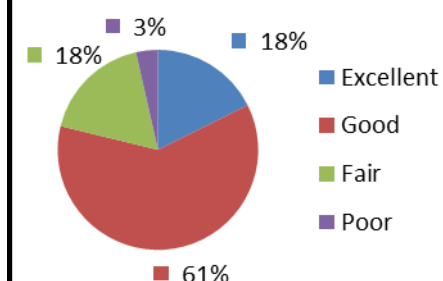
The willingness of seniors to recommend COA services is an important measure of how people view the value of what we do.

Satisfaction with Life Enrichment Programs



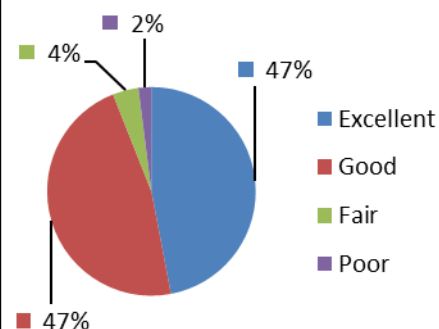
Life Enrichment Programming has an overall satisfaction rate of 97%. 465 people responded to this question.

Nutrition Program Satisfaction



Nutrition Program overall satisfaction is at 79%. 344 people responded to this question. Typically, this is an area that scores somewhat lower than others.

In Home Service Satisfaction



In Home Services has an overall satisfaction rate of 94%. There were 158 people who responded to this question.

Demographic Information

- 89% of people responding are members of COA
- 52% responding are aware that not all COA programs are income based.
- 50% have attended a program in Sturgis or Three Rivers.
- 25% of those responding have received a service through COA.

In 2019, the COA...

- Delivered more than 140,000 meals to 1,000 seniors
- Served 3,000 seniors with almost 50,000 meals at our centers and other meal sites
- Welcomed more than 30,000 visits to our enrichment centers from seniors participating in life enrichment programs
- Offered more than 5,000 hours of programming at its enrichment centers in Three Rivers and Sturgis
- Received more than 8,000 hours of volunteer services from 400 individuals and organizations
- Provided almost 12,000 hours of services to 355 seniors in their homes through personal care, homemaking, respite, chore and home repair services
- Assisted 10 seniors by building ramps on their homes, keeping them safe



Donations to the COA

Thank You for Your Sup-

All Med Medical Supply	Chuck & Sally Boeschstein	Julie Robinson	Ruth Evans (Memorial for Bill Hires)
Amber Arnold	Cindy & Dwight Hetmansperger	Ken & Kathy Rose (Memorial for Bill Hires)	Secant Technologies
Andre Rozentals	Connie Sager (Memorial for Bill Hires)	Kevin Conner	Sharon Budnieks
Anna Anderson	Dan Tomlinson	Kristopher & Shelly Leach	South Lanes
Anonymous	Debra Bell	Kurt Inman	St. Peter's Evangelical Lutheran Church
Armstrong	Dennis Rumsey	Loretta West	Susan Sanderson (Memorial for Margaret Shultz)
Arnold Sadler	Donna Busch (Memorial for Bill Hires)	Lynn Wendzel	Susan Vosmik
Barbara Black	Donna Dick	Lynn Zeiler	Sysco Corporation
Betty Kline (Memorial for Bill Hires)	Donna Huddleston	Mary Russell	Three Rivers Rotary
Beverly Chaddock	Elena Meadows	Matthew Cramer	Three Rivers Area Community Foundation
Bob & Cindy Newell (Memorial for Bill Hires)	Fibre Converters Foundation	Michigan Economic Development Corporation	Three Rivers COA Bingo Group
Bryan & Brea Bennett	George & Catherine Letts	Melton Powell (In Memory of Elton & Betty Powell)	Three Rivers COA Bridge Group (Memorial for Margaret Shultz)
Bryan & Susan Duff	Gloria Gonser	Midwest Compact Touring Services	Three Rivers Community Schools
Buck & Babe Roberts (Memorial for Bill Hires)	Jackie Pickerell	Paula Smith	Three Rivers Lions Club
Carol Domanski	James Hissong	Peter & Carol Vanderaa	Vicki Kline (Memorial for Bill Hires)
Cathy Taylor	James MacTavish	Roger & Amy Stahl (Memorial for Bill Hires)	
Century Bank & Trust	Jill Katsaros	Ron & Shirley Myers	
Charlene & Joe Zavala (Memorial for Bill Hires)	Joanne Brady & Thomas Brady (Memorial for Bill Hires)		
Charles & Cynthia Brown	Joshua & Megan Quake		
	Julie Linn		

Our Mission:

We provide exceptional programs and services promoting **independence**, **healthy lifestyles** and **engagement** that focuses on all seniors and benefits all citizens of St. Joseph County.

“I love to play Bingo and getting involved, but for me it’s just being with other people and socializing. We have a good time, we joke and laugh and it’s just one of my favorite things to do (is to go to the COA).”

Marilyn Frizzle - Sturgis

