

# Director's Report

## September 2025

### Programming Board Report

Meals served June 1, 2025 – August 31, 2025:  
(Breakfast 34; Lunch 980)

January 1, 2025 – August 31, 2025: 7,227  
(Breakfast: 341; Lunch: 7,900)

#### **Volunteer Hours: July 1 – August 31, 2025**

- Transportation: 106.25
- Our Friends House: 53.25 (18 hours RSVP Volunteer)
- Servers: 120 Hours
- Kitchen: 17
- World Horizon: 40
- Exercise Participants: 161
- Social/ Activity Participants: 105

#### **Update:**

The SAIL class continues to grow. In addition to our other exercise classes, such as Drumming, Yoga, and Zumba. We will be adding another exercise class in October, which will run later in the day and is a medical yoga class. Students will learn yoga moves targeting different body parts and identify areas needing improvement.

A few other services we offer that our guests seem to appreciate are the Podiatry Clinic, Massage Therapy, Parmenter Law, Caregiver Support Group, and Beltone.

The Programming team has been working nonstop on our annual fundraiser and planning events and activities for October. We are planning several events, including a fall color tour, in-house movies after lunch, a coffee and tea hour with Ryan and Clara, cookie decorating, a trunk or treat, and a hauntingly Halloween party for our OCCOA guests.

\*The programming team is thinking of ideas to get our guests to use their little scan card or sign in with their name and phone number. The more they scan in or sign in, the more accurate some of our numbers will be.

#### **Senior Care Services:**

##### **September 2025 Board Report**

- Currently, Senior Care Services is assisting 52 clients with in-home services.
  - Of those:
    - 47 are full private pay
    - 4 are Senior Resources
    - 1 are a combination pay of private and Senior Resources
- Our Friends House is assisting 9 clients with services
  - We lost 1 client to a placement into an assisted living. SCS Director was able to assist the family with this transition. We wish them all the best.

## Director's Report

### September 2025

- Our Friends House has openings for services. We are excited to share that we already have another assessment lined up and we are continuing to experience calls regarding the program!
- The OCCOA team would like to welcome Kim Brant to the team. She will be joining us as the Our Friends House Coordinator.
- Demand for in-home Community Living Support services continues to grow among Oceana County seniors. While the SCS Director is actively completing new client assessments, the increasing need has resulted in the implementation of a waitlist to manage service capacity.
- We are actively conducting interviews for an additional Community Living Support Specialist to assist with the waitlist.
- Lupe continues to do an outstanding job with the Bathing Program and was even able to accommodate an additional private client into her already full schedule. We're thrilled with her continued success!
- The State Health Insurance Assistance Program (SHIP) will begin Open Enrollment on October 15, 2025. There are a great deal of webinars and trainings that will take place the next month as we prep. We have also been introduced to a new SHIP Volunteer who will be assisting with enrollments this year! We welcome Chris!
- The Senior Care Services (SCS) team is excited to announce the transition of all electronic files to a new platform called Kiip. We are now up and running, and over the next few weeks, we will begin migrating files from the Shared Drive to this new system. Kiip offers nearly all the features we've been seeking, is completely free to use, and—most importantly—is HIPAA compliant, helping us overcome a significant barrier. We're looking forward to this exciting new chapter!

### OFH Numbers:

- CLIENT HOURS: 499 service hours

### Transportation Update:

Overall trip counts for the month of July were lower compared to previous months. This decrease was due in part to the cancellation of programming group trips and the absence of the monthly shopping trip.

### Staff Recognition

We are proud to share that our dispatcher, **Deb Hartman**, was honored at the 2025 Spirit of Excellence Awards during this year's Frontline Conference. This award recognizes the extraordinary commitment and service of Michigan's frontline transit professionals—individuals who go above and beyond to make public transportation safe, accessible, and welcoming for everyone. Deb's dedication, reliability, and compassion exemplify the very best of public transit, and we are proud to celebrate her achievement.

### Professional Development

Bill Walker attended the Frontline Conference and participated in the annual Roadeo competition. While he did not place in the top rankings to advance to the national Roadeo, the experience and training he gained were outstanding, providing valuable skills and insights to enhance his role in our transportation program.

# Director's Report

## September 2025

### New Opportunities

Over the last few months, I have received multiple requests for transportation of senior groups from other organizations. To address these requests, a **Premier Transportation Service Agreement** has been created to provide transportation to these organizations and groups when availability allows. We took the necessary time to calculate the true cost of providing this service, establish fair and appropriate pricing, and confirm that it is permitted. MDOT has confirmed that offering this service is allowed.

	JULY 2024	JULY 2025	YTD 2024	YTD 2025	YTD INCREASE
<b>BUS MILES</b>	10,500	8,295	63,794	53,870	-9,924
<b>NON-SENIOR TRIPS</b>	39	15	131	97	-34
<b>SENIOR TRIPS</b>	272	142	1,209	1,520	311
<b>NON-SENIOR DISABLED TRIPS</b>	202	203	1,675	1,375	-300
<b>SENIOR DISABLED TRIPS</b>	577	445	3,423	2,991	-432
<b>TOTAL TRIPS</b>	1,090	805	6,438	5,983	-455
<b>PARATRANSIT MILES</b>	290	568	2,550	4,970	2,420
<b>TOTAL TRIPS</b>	6	20	53	130	77
<b>VOLUNTEER MILES</b>	1,603	6,648	20,220	33,853	13,633
<b>TOTAL TRIPS</b>	38	141	421	754	333

- Non-Senior Disabled Trips are mostly WMCMH "Progressions" clients.

## Director's Update

- OCCOA welcomes 2025-2026 World Horizon Volunteer, Clara who will be working at the main center but will also spend time at Our Friends House.
- Grants and contracts with Senior Resources received and signed for FY2026
- Working with AgeWell on FY2026 contract.
- Working with Personnel Committee Chair to review and update current policies and procedures.
- Working with staff to move into the fall season and ensure preparedness
- Attended a Transportation Coalition to Prevent Veteran Suicide meeting which was very powerful. I am looking forward to working with the VA to assist however we can in assisting with transportation for our veterans.
- Working with Administrative team planning and implementing revised and new objectives for FY2026.
- Michigan State Extension has completed the Community Garden Project at Oceana County Council on Aging video. This will be shared on the OCCOA website and used as an educational resource.
- Great Lakes Energy has also completed their video project which features Oceana County Council on Aging as one of their grant recipients.