

Director's Report

August 2025

Programming Board Report

Meals served June 1, 2025 – July 31, 2025:
(Breakfast 49; Lunch 1,130)

January 1, 2025 – July 31, 2025: 7,227
(Breakfast: 307; Lunch: 6,920)

Volunteer Hours: July 1 – July 31, 2025

- Transportation: 200.50
- Mechanic: XX
- Our Friends House: 100
- Servers: 111
- Kitchen: 12.50
- Exercise Participants: 255
- Social/ Activity Participants: 194

Update:

The first Wednesday of each month is our Birthday Lunch. We served 78 meals that day, July 2, 2025. The exercise classes continue to be popular, with high attendance.

We are still attending various outreach events that we can fine. Looking forward to a few scheduled August events.

As you were informed during the last meeting, we have begun working on our September annual fundraiser, scheduled for September 20, 2025. Abigail, Ryan, and I have started meeting to discuss the menu and décor ideas, and we continue working on printed materials. I have filled out and submitted all but one license form. Between two different agencies, we are trying to figure out what is needed for the Wine Pull. We are seeking volunteers for the evening, and I would like to personally invite OCCOA Board members to the event.

We are also considering what we would like to do in terms of events for the remainder of this year. Halloween Celebration Lunch, Trunk or Treat, which is open to the public, Thanksgiving Feast in November, and a tree lighting celebration in the front round area are also being considered. Our open house is scheduled for October 19, 2025. We will have refreshments and apple cider available, and the doors will be open from 1:00 to 4:00 p.m. It would be very beneficial if our Board members could attend.

Director's Report

August 2025

Senior Care Services:

August 2025 Board Report

- Currently, Senior Care Services is assisting 51 clients with in-home services.
 - Of those:
 - 46 are full private pay
 - 4 are Senior Resources
 - 1 are a combination pay of private and Senior Resources
- 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.
- Our Friends House (OFH) is currently operating at full capacity, serving between 7 and 11 participants daily. Due to current staffing levels and the needs of those we presently serve, we are unable to accept new participants at this time. To manage continued interest in the program, a waitlist has been established. The Bathing Program has officially reached full capacity.
- 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. Preparations are already underway as we gear up for a busy and impactful season!

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!

SCS Shout Out:

Shout-Out to the One and Only San Juanita! 🙌

We want to take a moment to celebrate our amazing HR specialist, San Juanita! 💛 Her kindness, compassion, and unwavering support make her an absolute gem on our team. She's not only a champion for Senior Care Services, but her positive impact can be felt across *every* department.

Thanks to her dedication, problem-solving superpowers, and willingness to jump in wherever needed, we're all able to do our jobs more efficiently—and with a smile! From big challenges to small details, San Juanita handles it all with grace, humor, and heart.

San Juanita, thank you for being the incredible human that you are. You truly make this place better every single day! 🌟👏

Director's Report

August 2025

Transportation Update:

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

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

- 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.

- **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.

Director's Report

August 2025

OFH Update:

Our Friends enjoyed a Field Trip to Shelby this month! We enjoyed a Bear Burger and did some thrift shopping! We then enjoyed ice cream at the new Community Park. Fun was had by all! The garden Club has a beautiful variety of vegetables that are sure to bring a blue ribbon in our county fair this year.

CLIENT HOURS: 567.25

MEALS: 129

TRANSPORTS: 128

VOLUNTEER HOURS: 100

*Meals and Transports are counted in Program and Transportation reports. They are separated here to highlight what is used by OFH

Director's Update

- Floor Scrubber has been delivered
- Received United Way Transportation Grant for \$8,000
- The golf outing was a great success! The tee times were full and everyone left happy; many ready to sign up for next year's event! We do not have a final total quite yet as we are waiting the final check from Jim Sparks who organizes the event.
- Stephanie met with Premier World Discovery to go over travel options.
- Stephanie attended an invite only meeting with Hilary Scholten on Tuesday, August 12th at Senior Resources where Representative Scholten discussed the OAA, updates from Washington, what her office is doing, and took questions from the audience.
- OCCOA was granted funding for the continuation of health and fitness classes by Senior Resources. A huge shout out to Bradley for a successful grant application.
- Stephanie and Lisa attended the Michigan Public Transportation Association Conference where they were able to meet with OCCOA MDOT Project Manager, speak with other transportation agencies, hear updates on what is happening at the state and federal levels, attend workshops, and speak with current vendors as well as potential vendors and suppliers.
- A grant to continue funding for exercise classes such as SAIL has been awarded by Senior Resources.
- Congratulations to Our Friends House for taking First-Place at the O.C. Fair for their garden display, Best of Show for Group of Crafts, AND the Sweepstakes for Best Overall Exhibit – What a fantastic accomplishment!
- The Administrative staff met with the Program committee to review 2026 Goals & Objectives.
- A huge shout out to the staff that have been covering the OCCOA table at the O.C. Fair!