

Director's Report October 2025 Programming Board Report

Meals served September 1 – September 30, 2025:

Breakfast 53; Lunch 1,063

January 1, 2025 – September 30, 2025: 9,357

Breakfast: 394; Lunch: 8,963

Volunteer Hours: September 1 – September 30, 2025

- Transportation: 123
- Our Friends House: 53.25
- Servers: 89.5
- Kitchen: 2
- World Horizon: 160
- Exercise Participants: 226
- Social/ Activity Participants: 210

Update:

The SAIL class continues to grow in addition to the other exercise classes, such as Drumming, Yoga, and Zumba. Another exercise class was 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 offered that our guests seem to appreciate are the Podiatry Clinic, Massage Therapy, Parmenter Law, Caregiver Support Group, and Beltone. It has been asked that we organize a few additional activities/ social events, including: a session on how to use a cell phone, a gathering for veterans to share their stories, and a Show and Tell event.

The Programming Team is planning activities and outings for November and December during the holiday season. Thanksgiving dinners will be on November 18th and 19th. The plan is to spend two days to try and serve as many guests as possible. The same will happen in December as well.

The Programming Team is considering ideas to encourage 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 our numbers will be. I am looking at all the ways we can use My Senior Center, making it so EVERYONE signs in with a card or enters themselves manually. I plan to roll this out on January 1st. If anyone loses their card and requests a replacement, a \$5.00 charge will be applied.

Senior Care Services:

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- 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

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- Our Friends House received 47 hours of volunteer services for September.
- Our Friends House (OFH) continues to thrive and currently has openings for new participants! We're thrilled to welcome some new "friends" to the program, with additional assessments already scheduled and continued interest from families in the community.
- Kim Brant is doing an amazing job as the OFH Coordinator, bringing fresh vision, energy, and fun ideas to the program. We're excited about the changes ahead and the continued growth of Our Friends House!
- Demand for in-home Community Living Support (CLS) services remains strong throughout Oceana County. While the Senior Care Services (SCS) Director continues to complete new client assessments, the growing need has led to a waitlist to help manage service capacity. To address this, we've received Finance approval to hire an additional CLS Specialist to help eliminate the waitlist.
 - Any candidates are encouraged to apply on Indeed or email in their resume.
- Lupe Castelo continues to excel with the Bathing Program. Her dedication and compassion make a tremendous difference, and we will be reviewing the program and staffing needs as part of the upcoming budget discussions with Finance.
- Open Enrollment for Medicare Assistance (SHIP) begins October 15, 2025. Appointment slots are already booked through November, and once full, additional requests will be directed to Senior Resources or 1-800-MEDICARE. We're also excited to welcome Chris, a new SHIP Volunteer, who will assist with enrollments this season!
- The Senior Care Services team is excited to share that Kiip, our new electronic filing platform, is now fully live! All Community Living Support (CLS) files are now active in Kiip and have been successfully removed from the Shared Drive. Next, we'll begin the transition for Our Friends House files. With Kim's support and leadership, we're thrilled to move OFH to an electronic system as well. Kiip includes nearly all the features we've been seeking, is HIPAA-compliant, and—best of all—is completely free to use!
- A big shout-out to Michelle Werner, Senior Care Services Assistant and Billing Specialist. Michelle has gone above and beyond during the transition at Our Friends House and has been an incredible support to the entire agency. We couldn't have done it without her!

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Transportation Update:

	SEPTEMBER 2024	SEPTEMBER 2025	YTD 2024	YTD 2025	YTD INCREASE
BUS MILES	7,868	7,938	81,686	70,202	-11,484
NON-SENIOR TRIPS	80	19	243	141	-102
SENIOR TRIPS	143	172	1,613	1,891	278
NON-SENIOR DISABLED TRIPS	198	204	2,072	1,773	-299
SENIOR DISABLED TRIPS	400	448	4,352	3,884	-468
TOTAL TRIPS	821	843	8,280	7,689	-591
PARATRANSIT MILES	599	1,437	4,448	6,975	2,527
TOTAL TRIPS	16	33	91	158	67
VOLUNTEER MILES	2,503	3,692	26,171	40,651	14,480
TOTAL TRIPS	50	92	531	884	353

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

- **Premier Transportation Agreement Update**

On Monday, October 20th, we completed our first group transportation trip with **Lake Michigan Senior Living** under the new **Premier Transportation Agreement**. Twelve individuals participated in a color tour around Hamlin Lake. Karen, the owner, shared that the trip was a great success, and the seniors couldn't stop talking about how much they enjoyed it.

- Following the positive feedback, Karen has requested two additional outings over the next two Mondays—one more color tour for residents who were unable to attend the first trip, and a second outing to a park where residents can walk and enjoy the scenery. I reviewed our current schedule and reached out to available drivers to help accommodate both requests. We have confirmed a driver for Monday, October 27th, and that trip is now scheduled.
- **Congratulations to Mary Jo Schaner**, who recently attended a two-day *Professional Dispatching and Scheduling Course* and successfully earned her certification! I will be working with Mary Jo to ensure all of our policies and practices align with the course guidelines.
- Additionally, **congratulations to Randy Werner, Bill Walker, Dennis Gale, Mary Fuce, and Bradley Youngstrom**, who have all received their **renewal certification for PASS (Passenger Assistance, Safety, and Sensitivity)**. This certification includes training in sensitivity awareness, lift operation, and wheelchair and occupant securement procedures.
- Please join me in congratulating everyone on their achievements and continued commitment to safety and professional excellence.

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- The FY26-27 CMH Transportation Service Agreement has been signed.
- Stephanie met with The ED – Eastern Region of IFF, a non-profit that assists other non-profits in lending, development, and real estate about potential senior housing solutions. They would like to come up and discuss this in more detail.
- Stephanie will be presenting at the Michigan Association of Senior Centers in Auburn Hills on November 5, 2025. The presentation will focus on creating a resource guide personalized to an organization's local community to help people identify services in their area.
- The Administrative Team held their quarterly strategic planning meeting looking ahead at the needs of each program and service moving forward into 2026.
- Agewell performed their annual assessment of the meal program. No issues were identified, and the relationship continues to be strong.
- Stephanie and Abigail attended the Oceana County Economic Alliance Update Breakfast where history was shared and plans for moving forward.
- The OCCOA Open House was held Sunday, October 19, showcasing programs and services, and facilities. There is a nice write up in the Oceana Herald Journal.
- Last spring, OCCOA applied for a grant through the Oceana Community Foundation (OCF) for the OCCOA Sharing Shelf but was denied due to assumption it was more like a traditional food bank and therefore, a of duplication of services. It was suggested that instead of offering food in emergent and acute need situations until more permanent solutions could be identified (the purpose of the Sharing Shelf), a small appliance loan closet of sorts be made available. For many reasons, including safety and cleanliness concerns, it was decided by OCCOA that this would not be in the best interest of the Agency or the seniors to pursue that avenue. Jaccie had follow up clarifying discussions with OCF Staff and a Board member who serves on the grant committee, explaining in more detail the purpose of the Sharing Shelf and how the requested \$5,000 would be utilized. OCCOA decided to move forward and apply again the fall grant cycle.

The amount awarded to OCCOA is \$800 with specific instructions that it is only to be used for "Hygiene products and kitchen supplies. No food or perishable items for the Sharing Shelf". Of course, these funds will be used following the award guidelines as there is always a need for people to have these items. The concern remains that although a toaster or microwave can be supplied using these funds, grant funds cannot be used to supply the food to go into the toaster or microwave. Millage funds, donations, and other grant possibilities will be utilized to ensure Oceana County seniors will not go without needed food in emergent and acute situations.

- Stephanie met with Lakeshore Area Manager with Consumers Energy to discuss opportunities CE may have that would benefit OCCOA, i.e. grants. We will have a follow-up meeting in the coming weeks to see what may be available
- Stephanie met with Kathy O'Connor of Pentwater to discuss OCCOA programs and services and how we can work together to continue to help spread the word.
- Cristina Juska from The Oceana Herald Journal was at the OCCOA Open House and sat with Board members, staff, and volunteers to find out more about what OCCOA has to offer. She rode the bus and explored both the Center and Our Friends House, including the spa, asking

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questions and taking photos. The article was on the front page of the paper, giving residents of Oceana County a good look at what programs and services are available to them.