

Director's Report

March 2025

Programming Board Report

Meals served January 1, 2025 – February 28, 2025:
(Breakfast 44; Lunch 908)

January 1, 2025 – February 28, 2025:
(Breakfast: 98; Lunch: 1,598)

Volunteer Hours: February 1, 2025 - February 28, 2025

- Transportation: 159.75 Hours
- Mechanic: One Hour
- Our Friends House: 32 Hours
- Servers: 85 Hours
- Exercise Participants: 151
- Social/ Activity Participants: 152

Update:

We had our first 2025 Dinner Around the World on February 22, 2025. It was a Moroccan dinner, and 87 people attended.

The SAIL class averages about 20+ students each time it meets. Drum Fitness and Chair Volleyball each have a core group for each class. Yoga is back; we will add a second day starting in April.

With the warmer months, we will add more Day Trip Outings throughout West Michigan.

Senior Care Services:

- Currently, Senior Care Services is assisting 48 clients with in-home services.
 - Of those:
 - 39 are full private pay
 - 4 are Senior Resources
 - 4 are a combination pay of private and Senior Resources
 - 1 is Reliance
- We are excited to see the number of Community Living Support clients is 48, this is the highest number of clients served at one time since I began my position as Senior Care Services Director.
- We still have staff with openings in their schedules to take on more in-home Community Living Support Clients! In-home assessments are continuing to be completed weekly, and we look forward to increasing the number of those we reach with our services.
- In February, there were a total of 7 in-home assessments completed for possible new clients.

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- OFH has openings as well. We are looking for new friends who like to have a good time! We will continue to advertise our services. We are working in tandem with the Program Director to update all advertisements as well as create flyers for our staff to do outreach within the community.
- The Bathing Program is now accepting private clients! We are thrilled to be able to offer this service once again! The Bathing Program Specialist/Scheduler along with the SCS Director have been meeting to set goals and discuss the future of the program.
- The Medicare Assistance Program is still in full swing. Being the only certified Medicare Counselor in Oceana County keeps us busy! A total of 12 face-to-face,

Senior Care Services Continued:

and several more over the phone, counseling sessions occurred in February. Our Medicare "Mondays" have evolved into Medicare "everyday"! We are beyond excited about offering this service.

- Our loan closet is desperately diminished! We are looking for donations of medical equipment that we can loan out to the seniors of the community!
- The Senior Care Services staff consistently demonstrate their unwavering dedication and commitment to the well-being of their clients. Their willingness to go above and beyond is evident in the compassionate care they provide each day. Whether it's offering a helping hand, lending a listening ear, or finding creative solutions to meet the unique needs of every senior, they approach their work with kindness, professionalism, and a deep sense of responsibility. Their efforts truly make a difference in the lives of those they serve, ensuring that seniors feel supported, valued, and cared for. I'm truly blessed to be able to be a part of this team!

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Transportation: March 2025 Board Report

| | FEBRUARY 2024 | FEBRUARY 2025 | YTD 2024 | YTD 2025 | YTD INCREASE |
|--------------------------------------|------------------|------------------|-------------|-------------|-----------------|
| BUS MILES | 7,679 | 6,677 | 14,404 | 13,142 | -1,262 |
| NON-SENIOR TRIPS | 0 | 22 | 6 | 35 | 29 |
| SENIOR TRIPS | 112 | 223 | 170 | 360 | 190 |
| NON-SENIOR DISABLED TRIPS | 265 | 164 | 494 | 350 | -144 |
| SENIOR DISABLED TRIPS | 412 | 355 | 792 | 708 | -84 |
| TOTAL TRIPS | 789 | 764 | 1,462 | 1,453 | -9 |
| PARATRANSIT MILES | 384 | 589 | 762 | 1,118 | 356 |
| TOTAL TRIPS | 10 | 11 | 19 | 25 | 6 |
| VOLUNTEER MILES | 3,531 | 5,574 | 6,566 | 9,892 | 3,326 |
| TOTAL TRIPS | 63 | 116 | 119 | 220 | 101 |

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

Update:

Bus #3 replacement Bus #25-1 is in service and on the road as of 3/24/25.

The grant funds to cover the client cost share amount for volunteer driving and paratransit was depleted as of February 10th. We continued to cover the client cost share using the anonymous donation from last year, however this donation will be depleted as of the end of the month (March 31, 2025) if not before. At this time, we will begin billing clients for the cost share amount of these trips. The United Way Grant that we originally received was for a two-year period, so I'm hopeful we will receive the second year of this grant starting July 1, 2025.

The Toyota Corolla has been sold. Van #16 and Bus #1 are available to be sold in April.

The Jeep has returned to the center and all cameras and components have been removed. If the issue happens again the dealership will not have the cameras to blame (cameras were disconnected prior to the last incident).

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OFH Update:

CLIENT HOURS: 313.75

TRANSPORT: 69

MEALS: 77

VOLUNTEER HOURS: 32

OFH has had a difficult month. We had staff and volunteers off with sickness and medical issues, several snow days and lost 5 Friends to placements, injuries or relocation. We welcomed 2 new staff which is exciting, and we celebrated Valentines Day with a wonderful party that included The String A Longs. We are all very much looking forward to Spring! We are also very excited to be offering Medicine Disbursement thanks to all the hard work from Ann & Jaccie.

Director's Update

- Attended advocacy meeting (SR) in Muskegon March 10th and was asked to give impact statements to those in attendance, including State Legislators and/or their staff.
- The Administrative Team is working on the annual report
- The Jeep drama continues
- Senior Project Fresh, which is a coupon program assisting low-income seniors in receiving fresh local produce has shifted their registration process from in person to an online format and from paper vouchers to prepaid debit cards. This will be detrimental not only to those who need vouchers, but also to those accepting the vouchers. The Michigan Directors of Services to the Aging wrote a letter to the State of Michigan imploring them not change a process that, although antiquated, works. The State of Michigan replied with basically thanks for your (expert) advice, but we are going to do it our way. I have instructed the staff that will be working with this program to feel free to share contact information for the State of Michigan so they may hear directly from the consumer and hear the impact firsthand.
- We made the front page of the OHJ for our first Dinner Around the World
- The Dinners Around the World were once again a huge success, bringing in new faces and as well as our annual attendees.
- The Administrative Team has been working together with HR to ensure we are correctly navigating the new Earned Sick Time mandate for part-time employees.
- An all-staff meeting was held Wednesday, March 19th.
- In January, OCCOA became one of more than a dozen businesses in the Hart Area affected by a cyber-attack. Stephanie has been working with Mullen IT and the cyber security insurance company to ensure OCCOA data is protected.
- World Horizon volunteers will begin arriving on Thursday, April 3rd, including OCCOA's very own Charlotte, WH Volunteer 2023-2024.

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- OCCOA will be closed on Friday, April 25th for a day of cleaning and organizing all three buildings (Center, OFH, and Bus Garage) and allow for the preparation of the evening volunteer event.
- A volunteer appreciation dinner will be held on Friday, April 25th.
- Blackmer Construction will be putting finishing touches on the floor as well as taking care of some "honey-do" items such as painting, shingle replacement, etc.