

Director's Report

January 2026

Programming Board Report

Meals served December 1 – December 31, 2025: 991

Breakfast: 29; Lunch: 962

January 1, 2025 – December 31, 2025: 12,451

Breakfast: 519; Lunch: 11,932

Volunteer Hours: December 1 – December 31, 2025

- Volunteer Driving: 29.25
- SHIP: 3.5
- Our Friends House: 48.75
- Servers: 133.5
- Kitchen: 37.5
- World Horizon: 31.25
- Exercise Participants: 180
- Social/ Activity Participants: 108
- Games: 180
- Outings: 41

Program Update:

In December, we hosted two Christmas lunches and served 138 meals.

We held a variety of activities at the center, Christmas Natural Pine Centerpieces, Cookie Decorating, Christmas Card Making with Jeanne, and a Cookie Exchange for our guests. All the cookies were made by OCCOA staff.

There were two outings in December: one group visited Horrocks and the Christkindl Market in Grand Rapids, and the other went on a Christmas Lights Tour and dinner.

The Programming Team has begun planning activities and events for the first quarter of 2026, and the two Dinners Around the World will feature an Indian meal on January 24th and a traditional Mexican meal on March 7th.

Senior Care Services Update:

- Currently, Senior Care Services is assisting 45 clients with in-home services.
 - Of those:
 - 43 are full private pay
 - 1 is Senior Resources
 - 1 is a combination of private pay and Senior Resources
 - Our Friends House (OFH) is assisting 5 clients with services.
- Our Friends House (OFH) continues to provide strong and consistent services while experiencing the anticipated seasonal decline in attendance typical during the winter months.
 - Recently, OFH experienced the loss of three participants due to significant life and health changes:
 - One participant transitioned to live with her daughter following the sudden and tragic passing of her spouse and primary caregiver during the winter season.

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- A second participant experienced a severe decline in functional ability after a fall at home, resulting in the family making the difficult decision to pursue placement in a skilled nursing facility for safety and higher-level care.
- A third participant transitioned to a skilled nursing facility following a planned placement after approximately six months on a waiting list, when a bed became available.
- These transitions reflect the complex and evolving needs of the individuals and families we serve and are consistent with the population supported by adult day services.
- OFH totals for December:
 - Client hours: 218.75
 - Meals served: 55
 - OCCOA rides (OFH clients): 63
 - Volunteer hours provided by our World Horizons Volunteer, Clara: 48.75
- World Horizons Partnership:

We are excited to share that OFH will be welcoming a new World Horizons Volunteer in 2026. We are thrilled to meet him via Zoom on January 16, 2026, to discuss this amazing opportunity and begin planning for his involvement at Our Friends House. A dedicated workstation has already been created for OFH World Horizons Volunteers, and staff will be decorating the space to ensure they feel as welcome and supported as possible. We are incredibly grateful for the continued partnership with World Horizons and the meaningful impact their volunteers bring to our program.
- Program Growth and Engagement:

Our Friends House will be welcoming two new Friends in January. We are excited to have openings available for families in need and to continue growing the Our Friends House family. As is typical following the holiday season, interest in Adult Day Services is increasing, and we continue to see positive momentum in inquiries and referrals.
- Bathing Program Update:

The OFH bathing program is booming. Lupe is doing outstanding work, and without any formal marketing efforts, we currently have two private-pay clients on the waitlist who have expressed strong interest in the program. This growth highlights both the quality of care being provided and the increasing community need for this service.
- Community Living Support (CLS):

Demand for in-home Community Living Support (CLS) services continues to grow throughout Oceana County. While the Senior Care Services Director continues to complete new client assessments, the CLS waitlist is being actively managed through scheduling and service coordination. At this time, there are five clients actively awaiting services, with nine potential clients identified on the CLS waitlist overall. Staffing levels are currently sufficient to meet service capacity as remaining wait-listed clients are processed, and Senior Care Services is no longer hiring for CLS positions at this time.
- Medicare Open Enrollment:

Medicare Open Enrollment concluded on December 7th and resulted in a highly successful enrollment season for OCCOA. Appointment slots remained consistently full, and staff assisted more than 40 seniors with coverage reviews and plan changes. We were grateful for the support of our SHIP volunteer, Chris, whose assistance was invaluable during this busy period and significantly enhanced our ability to serve the community.
- Great Lakes Energy People Fund Grant:

We are pleased to share the incredible success of the most recent Great Lakes Energy People Fund grant. Thanks to this generous support, OCCOA was able to provide seniors throughout Oceana County with essential equipment and supplies, including crutches, bed pads, incontinence pads, adult wipes, replacement parts for durable medical equipment, a bedside

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table for a bedbound client, multiple shower chairs and bathroom commodes, a knee scooter, more than half a dozen walkers, and specialized wheelchairs. Grant funds remain available, and we are continuing to utilize them as needed to meet the ongoing needs of our seniors. This grant has made a meaningful difference in promoting safety, comfort, and independence for those we serve and demonstrates the powerful impact of community collaboration.

Our Friends House Adult Day Services Specialist Position Update

The Our Friends House Adult Day Services Specialist position is currently open, and we have received several applications. We will be moving forward with the interview process in the coming weeks.

Following two separate time studies conducted over the past year, and with the addition of the newly appointed Adult Day Services Coordinator, it was determined that the Our Friends House Adult Day Services Specialist role would be transitioned to a **Part-Time A** position. This change reflects increased operational efficiency, improved time management, and expanded program capacity within Our Friends House Adult Day Services.

- **Mission Moment DCW Help with Staff Letter- Attached**
- **Mission Moment CLS- Attached**

Transportation Update:

	December 2024	December 2025	YTD 2024	YTD 2025	YTD INCREASE
BUS MILES	6,021	6,298	104,358	92,428	-11,930
NON-SENIOR TRIPS	33	8	305	210	-95
SENIOR TRIPS	148	198	2,201	2,540	339
NON-SENIOR DISABLED TRIPS	153	157	2,640	2,319	-321
SENIOR DISABLED TRIPS	331	326	5,574	5,058	-516
TOTAL TRIPS	665	689	10,720	10,127	-593
PARATRANSIT MILES	589	545	6,614	8,627	2,013
TOTAL TRIPS	18	30	148	215	67
VOLUNTEER MILES	2,696	955	34,081	46,956	12,875
TOTAL TRIPS	69	25	733	1,063	330

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

Adjustment Note: Year-to-date **volunteer miles** for 2025 were adjusted to reflect the final year-end total due to late submission of some volunteer driver logs at the time the monthly reports were compiled.

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During December, we experienced four additional service closures due to inclement weather, resulting in the loss of 238 trips. Progressions also had three additional days of closure and cancelled one of their groups on two separate days, further increasing the overall loss of trips for the month.

Despite these challenges, total transports in December were higher than in December 2024. This brings overall bus trip totals more in line with FY24 levels.

On a positive note, bus miles decreased substantially by 11,930 miles, demonstrating improved operational efficiency. Paratransit trips increased over the fiscal year, along with a significant increase in volunteer driver activity.

Additionally, through the use of WEX fleet management cards, the agency received monthly fuel rebates totaling **\$643.46** for the year. This equates to approximately **six to seven days' worth of gasoline**, further supporting cost-effective operations.

A Bus Garage Advisory Committee has been formed, and the first meeting was held on Thursday January 15th, during which the committee began evaluating and discussing various potential locations for the facility. A big "Thank You" to the community members who stepped up to be a part of the committee.

We would also like to extend our sincere appreciation to United Way for their grant support, which covered the cost of non-emergency medical transportation (NEMT) for Oceana County seniors in January and again from August through November.

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- Oceana County Council on Aging has partnered with Storehouse of Community Resources, a non-profit that "partners with other non-profits and schools, connecting corporate product donations to nonprofits and schools". This partnership will allow OCCOA to purchase items for programs such as the Sharing Shelf, which helps fulfill unmet needs in our community.
- Stephanie met with a developer who had questions regarding senior housing and what needs have been seen in the senior community.
- Stephanie, Kay, Bradley, and Lori attended the Pentwater Chamber Business After Hours event where they were able to meet with business owners and community members and share information about OCCOA.
- Stephanie attended the retirement of Safe Senior Director, Chris Burnaw.
- Stephanie and Lisa will be meeting with the Oceana County Sheriff's Department to discuss how OCCOA can partner with Emergency Management to prepare a transportation plan in case of emergency where OCCOA vehicles would be utilized.
- Stephanie and Gwen attended the Veteran's Coalition meeting on January 12. OCCOA is working with the VSO (Veteran's Service Officers) to ensure the safety and involvement of senior veterans in Oceana County.
- Stephanie will be part of the Bus Garage Advisory Committee.
- Stephanie attended MASC Zoom Board meetings as MASC Vice President.
- Reimbursement rates for Community Living Support and Transportation from Senior Resources have been increased, beginning February 1, 2026. The service contract has been signed and returned.

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- Reliance Community Care Partners has sent their renewal for FY2026, also increasing reimbursement for services. The service contract has been signed and returned.
- OCCOA received 1,932 phone calls from December 1 – December 31, 2025 for services, information and referral, and reservations.