



OCEANA COUNTY COUNCIL ON AGING

2024 ANNUAL REPORT



Oceana County
Council on Aging

www.oceanacoa.com

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MISSION STATEMENT

The Oceana County Council on Aging is a nonprofit agency that promotes and safeguards the independence and well-being of individuals 60 years of age and older by providing services, information, and support to the residents of Oceana County.



2024 BOARD OF DIRECTORS

Ron Rash

President

Doug Bacon

Vice President

Frank Doll

Treasurer

Jon Bowen

Secretary

Lori Suttner

Sally DeFreitas

Emma Kirwin

Janet Schultz

Paula Vandeputte

Michelle Martin

2024 TRANSPORTATION ADVISORY COUNCIL

Eva Berumen-Reyna

West Shore ESD

Amy Florea

Senior Resources

Lianna Doerr

Department of Health and Human Resources

Carla Shay

West Michigan Community Mental Health Services

Danielle Goodrich

Disability Network West Michigan

2024 STAFF DIRECTORY

Stephanie Moore, SDC
Executive Director

Kay Butcher
Associate Director, Finance Director

Jaccie Smith
Senior Care Service Director/MMAP Counselor

Ann Moss, RN
Registered Nurse

San Juanita Jaramillo
Assistant Finance/Human Resources

Lisa Nagel
Transportation Director

Michelle Werner
SCS Assistant/Billing Clerk

Tami Smith
Adult Day Services Manager

Ryan Santellan
Food Service Manager

Bradley Youngstrom
Program Director

Mary Fuce
Program Assistant

Kay Ledesma
Senior guest Services

Kathy Beebe, Dawn Tozer
Kitchen Assistants

Mary Jo Schaner, Bill Walker
Full-time Bus Drivers

**Dennis Gale, Randy Werner, Tom Reeder,
Daniel Quintero**
Part-time Bus Drivers

Dorene Bradley, Marilyn Littlebrant
Homemakers

**Laurie Aho,
Michelle Verschueren, Joanne Beyer,
Holly Schultz, Melissa Guerrero, Lauryn Moore, Steffanie
Jellema, Maria Aguayo-Castelo**
Community Living Support Specialists

SERVICES AND PROGRAMS

The Oceana County Council on Aging was created in 1971 to promote and safeguard the independence and well-being of individuals 60 years of age and older. The Council on Aging provides services and programs for Oceana County senior citizens and in some instances, residents of all ages. The following is an overview of services and programs.

SENIOR CARE SERVICES (CASE COORDINATION AND SUPPORT)

Case Coordination and Support are key elements in preventing institutionalization by providing counseling for, access to, coordination and follow-up of services for people who have multiple needs. Seniors or their families seeking information regarding services are referred to the Case Coordination Staff who will assess the individual needs, develop and monitor a service plan and identify and communicate with appropriate community agencies to arrange for services.

ADULT DAY SERVICES (OUR FRIENDS HOUSE)

Our Friend's House provides exceptional adult day services in a home-like, safe, and welcoming setting; with activities provided by professional and compassionate staff. Our Friend's House located in Hart at 621 East Main St.

BUS TRANSPORTATION

Transportation within Oceana County is provided for all seniors through the bus transportation program. This program is available to all residents of the County. Seniors and the handicapped receive priority to receive support services, reduce isolation and promote independent living.

VOLUNTEER DRIVING TRANSPORTATION

The Oceana County Council on Aging provides volunteer driving transportation for seniors who need transportation to and from medical appointments outside of Oceana County.

CONGREGATE MEALS

The Oceana County Council on Aging provides a home-cooked meal program at the "Center" in Hart five days a week. These meals are prepared on-site and are open to everyone with a one-day advance reservation. The cost is \$6.50 per meal or a discount of .50 on each meal if a weekly meal ticket is purchased. Seniors with limited income are eligible for discounted vouchers based on income level. Menus are posted in the local newspaper, broadcasters over the radio on FM 105.7, the OCCOA website, social media pages, and in the OCCOA monthly program calendar update and are available at the Center.

HOMEBOUND PICNICS

Homebound seniors or those recovering from surgery or medical treatment can request a monthly home-cooked, home-delivered meal prepared in our kitchen. These special meals, delivered with tablecloths and china, create a gourmet picnic experience right in the senior's home. Volunteers who deliver the meals are encouraged to stay and share the meal, offering companionship and conversation that brighten the day for everyone involved.

MEDICARE, MEDICAID ASSISTANCE PROGRAM (MMAP)

The MMAP program assists seniors with Medicare and Medicaid problems. An explanation of coverage, bills and statement assists the senior in understanding these programs.

HOME HEALTH CARE PROVIDERS

The Council on Aging has created a comprehensive directory of private caregivers to assist seniors who require additional support. These caregivers operate independently and are not employees of the Council on Aging. However, we have taken steps to ensure peace of mind by conducting background and reference checks for each individual listed.

TAX ASSISTANCE

Volunteers and staff assist seniors in filing for their Property Tax Credits and Home Heating Credits.

LOAN CLOSET

A loan closet of durable medical equipment such as walkers, canes and wheelchairs are available to seniors.

HEALTH CARE SERVICES

The Oceana County Council on Aging frequently offers health care clinics including hearing, health screenings, blood pressure monitoring, nutrition classes, and other health care related services. Flu Shot/COVID Clinics are also offered at the Center in the fall of each year.

SPECIAL PROGRAMS/EVENTS

The Council on Aging frequently provides special programs and events around holidays and other special times of the year. Generally, these programs or events are focused around a meal with entertainment or an educational experience. The Center also provides one or two evenings a year, "Dinners Around the World", with Guest Chefs preparing a special five course meal. This event is open to the public with advanced reservations.

HEALTH AND FITNESS

Fitness classes are offered at the Center and a walking club at the American Legion in Hesperia. Classes through District #10 Health Department and MSU Extension provide educational opportunities for seniors to learn about healthy eating and fitness. Tai Chi, Gentle Yoga, Zumba, Drumming, and Strength and Balance are some of the fitness classes offered.

TRIPS AND TRAVEL OPPORTUNITIES

The Council on Aging provides monthly trips or outings to local points of interest, dinners out, movies, and the Broadway Theater Program in Grand Rapids. Extended escorted travel trips are also offered throughout the year. These trips are paid for solely by the individual who takes the trip.

COMMUNITY FACILITY

The Oceana County Council on Aging has a facility also referred to as the "Center". This facility is available for rent to seniors and other community organizations, agencies and not-for-profit groups for programs, events, and training for a nominal fee.

SENIOR CARE SERVICES

These services are funded by donations, millage money and client cost share for service.

SENIOR SUPPORT AND MANAGEMENT

Senior Support and Management plays a crucial role in averting institutionalization by providing counseling, facilitating service access, and coordinating and monitoring support for individuals with varied needs. Seniors or their families seeking service-related information can engage with the Senior Care Support Staff. These experts evaluate individual needs, formulate, and supervise service plans, and collaborate with pertinent community agencies to arrange essential support.

ADULT DAY SERVICES (OUR FRIENDS HOUSE)

Our Friend's House offers outstanding adult day services within a comfortable, secure, and inviting environment, complemented by activities led by a team of professional and caring staff. You can find Our Friend's House situated in Hart at 621 East Main St.

COMMUNITY LIVING SUPPORT PROGRAM

The Oceana County Council on Aging offers Community Living Support for qualifying senior citizens. This program guarantees the fulfillment of routine household tasks and personal care to maintain a suitable living environment for older individuals dealing with functional limitations. These tasks include housekeeping, laundry, meal preparation, bathing, and various additional services. The primary goal of this program is to aid seniors in aging in place, enabling them to stay in their homes for as long as possible.

MEDICARE, MEDICAID ASSISTANCE PROGRAM (MMAP)

The MMAP program supports seniors in navigating issues related to Medicare and Medicaid. It provides clear explanations of coverage, bills, and statements, aiding seniors in comprehending the intricacies of these programs. Additionally, the program facilitates assistance with Medicare and Medicaid enrollments to ensure seniors have comprehensive access to the benefits they need.

COMMUNITY LIVING SUPPORT CARE MANAGEMENT

The Community Living Support Care Management program, led by the Senior Care Services Director, is dedicated to helping individuals aged 60 and older remain safely in their homes and avoid nursing facility placement. Through personalized in-home assessments, the director identifies each client's specific needs and coordinates a range of home care and supportive services. This program empowers seniors to maintain their independence and quality of life by providing the resources they need to thrive in their own homes.

COMMUNITY LIVING SUPPORT

The Oceana County Council on Aging provides in-home support for seniors aged 60 and older to maintain independence and comfort. Services include housekeeping, laundry, meal preparation, errands, and companionship, tailored to meet individual needs.

Our Community Living Support Specialists also provide personal care and respite services, giving caregivers a break while ensuring quality care for their loved ones. These services promote the well-being for seniors and their families, helping them thrive at home and in their community.

OTHER SERVICES INCLUDE

Adult Day Services
Advocacy
Caregiver Directory
Caregiver Services

Caregiver Support/Services
Case Coordination
Homebound Picnics

Homemaking Service
Matter of Balance Classes
Medicaid Waiver
MMAP (Medicare, Medicaid
Assistance Program)

Nutritional Education
Personal Care Service
Phone Reassurance
Respite Care Service

SENIOR CARE SERVICES 2024 STATISTICS

| | |
|---|-----|
| NUMBER OF SENIORS SERVED | 250 |
| COMMUNITY LIVING SUPPORT SPECIALISTS | 8 |
| ADULT DAY SERVICES SPECIALISTS | 2 |
| BATHING PROGRAM MANAGER | 1 |
| ADULT DAY SERVICES MANAGER | 1 |
| SENIOR CARE SERVICES ASSISTANT/BILLING SPECIALIST | 1 |
| RN (Registered Nurse) | 1 |

COMMUNITY LIVING SUPPORT

| | |
|------------------------|-------|
| HOURS OF CARE PROVIDED | 6,859 |
|------------------------|-------|

ADULT DAY SERVICE

| | |
|------------------------|-------|
| HOURS OF CARE PROVIDED | 5,607 |
|------------------------|-------|

| | |
|-----------------|-----|
| VOLUNTEER HOURS | 806 |
|-----------------|-----|

| | |
|---|-------|
| TRANSPORTATION FOR ADC (total rides) | 1,437 |
|---|-------|

| | |
|--------------------|-------|
| TOTAL MEALS SERVED | 1,838 |
|--------------------|-------|

| | |
|---------------------------|----|
| TOTAL CLIENTS/ADD. SERVED | 19 |
|---------------------------|----|

TRANSPORTATION

The transportation program operated by the Oceana County Council on Aging provides transportation services for seniors (age 60+), physically handicapped individuals and the public, when possible, throughout Oceana County.

The Oceana County Council on Aging Transportation Program is a demand response system giving seniors and the physically handicapped priority on all rides. It is committed to ensuring that no person is excluded from participation in or denied benefits of its Transportation Service on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.



BUS TRANSPORTATION

Demand Response system giving first priority to seniors and handicapped individuals. Public transportation for the public of Oceana County. Reservations for rides must be made 48 hours in advance.



VOLUNTEER DRIVING

Providing senior transportation for out-of-county non-emergency medical appointments by volunteer drivers. Advanced reservations must be made.

TRANSPORTATION 2024 STATISTICS

| | |
|---------------------------|----------------|
| SENIOR RIDES | 2,201 |
| SENIOR DISABLED RIDES | 5,572 |
| NON-SENIOR RIDES | 305 |
| NON-SENIOR DISABLED RIDES | 2,640 |
| TOTAL RIDES | 10,718 |
| TOTAL MILES | 104,358 |

| | |
|--------------------------|---------------|
| SENIOR PARATRANSIT RIDES | 149 |
| SENIOR VOLUNTEER RIDES | 759 |
| TOTAL RIDES | 908 |
| TOTAL MILES | 34,081 |



CENTER PROGRAMS

HOME COOKED MEAL PROGRAM

- Breakfast - served on Thursdays at 8:30 am
- Lunch - served Monday – Friday at Noon

HEALTH CARE CLINICS

- Health Education
- Diabetes Education
- Blood Pressure Clinics
- Hearing Clinics
- Annual Flu Shot/COVID Clinic
- Hearing Clinic
- Health Education Classes

SPECIAL PROGRAMS AND EVENTS

- Holiday Celebrations
- Intergenerational Programs (World Horizon)



RECREATIONAL AND EDUCATIONAL ACTIVITIES

- Fitness Classes
- Hesperia Fitness
- Craft Classes
- BINGO
- Board Games
- Theater Club
- Dinners Around the World
- Art Classes

SENIOR TRIPS

- Day Trips
- Extended Escorted Trips



CENTER PROGRAMS 2024 STATISTICS

| | |
|--|---------------|
| BREAKFAST | 753 |
| LUNCH | 12,891 |
| TOTAL MEALS | 13,644 |
| SOCIAL/EDUCATIONAL EVENT PARTICIPANTS | 2,498 |
| EXERCISE PARTICIPANTS | 2,311 |
| INTERGENERATIONAL | 171 |

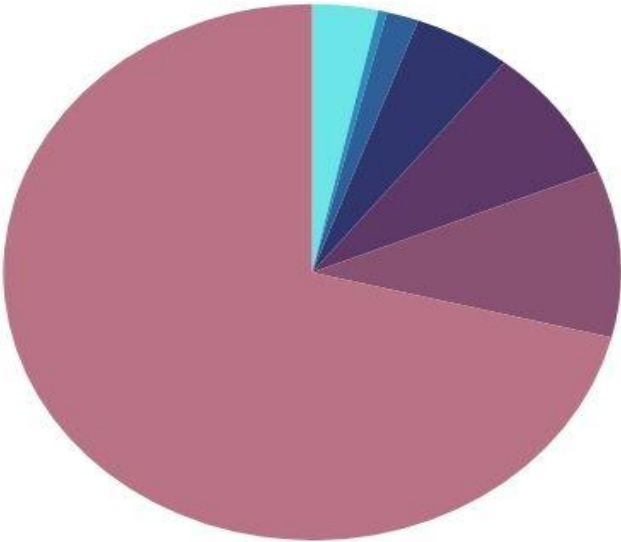
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|------------------------------|--------------|
| TRANSPORTATION | 1,137 |
| OUR FRIENDS HOUSE | 806 |
| MEAL PROGRAM SERVERS | 1,035 |
| KITCHEN | 142 |
| WORLD HORIZON | 2,720 |
| TOTAL VOLUNTEER HOURS | 5,840 |

BUDGET

2024 Budget Summary

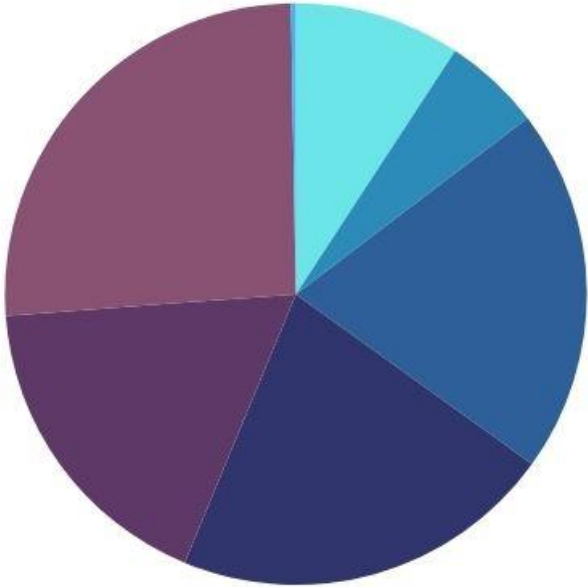
Income

| | | |
|------------------------|----------------|-------|
| ADS | \$70,500.00 | 3.4% |
| Capital Outlay | | 0% |
| Facility | \$9,500.00 | 0.5% |
| General Administration | \$34,500.00 | 1.7% |
| Programs | \$114,325.00 | 5.1% |
| SCS | \$166,500.0 | 8.1% |
| Transportation | \$206,670.00 | 10.1% |
| Millage | \$1,457,121.00 | 71.1% |
| Total Income | \$2,059,116.00 | 100% |



2024 Budget Summary

| Expense | | |
|------------------------|----------------|-------|
| ADS | \$173,750.00 | 9.2% |
| Capital Outlay | \$5,000.00 | 0.3% |
| Facility | \$102,300.00 | 5.4% |
| General Administration | \$382,105.00 | 20.3% |
| Programs | \$401,250.00 | 21.3% |
| SCS | \$330,750.0 | 17.6% |
| Transportation | \$488,480.00 | 25.9% |
| Total Income | \$1,883,635.00 | 100% |



EXPLANATION

ADS - Adult Day Services

- * Our Friends House

CAP. OUTLAY - Capital Outlay

- * Building Equipment
- * Office Equipment
- * Parking Lot

CC&S - Case Coordination Services

- * Case Coordination/Homemaking
- * Certified Nurse Assistant
- * Medicare/Medicaid Assistant Program (MMAAP)
- * Personal Action Towards Health (PATH)

FACILITY

- * Rental
- * Maintenance