

Director's Report

November/December 2025

Programming Board Report

Meals served October 1 – October 31, 2025:

Breakfast: 53; Lunch: 1,063

January 1, 2025 – October 31, 2025: 10,473

Breakfast: 447; Lunch: 10,026

Volunteer Hours: October 1 – October 31, 2025

- Volunteer Driving: 87.25
- Our Friends House: 40.5
- Servers: 121.5
- Kitchen:
- World Horizon: 96 (Main Center) 64 (OFH)
- Exercise Participants: 246
- Social/ Activity Participants: 210
- Games: 341
- Outings: 35

Meals served November 1 – November 30, 2025:

Breakfast: 39; Lunch: 911

January 1, 2025 – November 30, 2025: 11,462

Breakfast: 486; Lunch: 10,937

Volunteer Hours: November 1 – November 30, 2025

- Volunteer Driving: 78.25
- Our Friends House: 21.25
- Servers: 121
- Kitchen:
- World Horizon: 98.75 (Main Center) 21.25 (OFH)
- Exercise Participants: 179
- Social/ Activity Participants: 129
- Games: 193
- Outings: 60

Update:

In October, OCCOA hosted the annual Open House. Buses were driving guests to and from the main center and OFH. Thank you to the Board Members and staff who were there that day.

Clara hosted a Halloween cookie-decorating event, and we had guests from the main center and Our Friends House who joined in the fun. Our OFH guests stayed the day and had lunch at the main center as well.

On October 30th, we had our Halloween party. The theme was “The Wizard of Oz”; the staff dressed as all the main characters, and many of the guests did too. We played games and had a live vocalist, Rene Jacobs, join us. Later that same day, we hosted a Trunk n Treat in our parking lot. The event was open to the public, and we

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had senior guests, volunteers, employees, and State Police all set up. We think we served over 100 kids in a one-hour time frame.

The Programming Team had a meeting to start planning December activities and outings we would like to offer.

The staff continues to educate guests to increase My Senior Center usage, helping to ensure the most accurate numbers for all programming.

Veterans were honored with a luncheon on November 12

Two Thanksgiving dinners were offered in November with more than 170 people served.

Senior Care Services

October Update:

Currently, Senior Care Services is assisting 49 clients with in-home services.

- Of those:
 - 46 are full private pay
 - 2 are Senior Resources
 - 1 is a combination pay of private and Senior Resources
- Our Friends House is assisting 9 clients with services
 - Our Friends House provided 344.5 hours of client service.
- Our Friends House continues to thrive and provide excellent care and engagement for our participants. We are currently experiencing a seasonal decline in attendance as several clients leave for the winter months. To address this, we plan to collaborate with our Public Relations department to increase community awareness and attract new participants. Additionally, Jaccie will be working with A Place for Mom and Care Patrol to better communicate current openings and align them with the needs of seniors and families in Oceana County. Despite the seasonal changes, interest remains strong.
- Kim Brant continues to do an amazing job as the OFH Coordinator. Her leadership has helped strengthen engagement among participants and staff alike. We're excited to see the positive momentum continue as we head into the next month, with more activities, community connections, and opportunities for growth on the horizon.
- Senior Care Services is thrilled to announce the hiring of a new Community Living Support Specialist, Evon who comes to us with decades of experience with caregiving and is excited to be a part of the team. The new addition is allowing us to clear out the waitlist! We are excited to finally be in a place to accept new in-home clients!
- The bathing program saw a slight decline in need as those who leave for winter have exited the community. This was short lived, and Lupe is now almost full again with 1-2 openings for those in need!
- Open enrollment for Medicare is going well. Per the norm, Medicare Monday has evolved into Medicare Every day. 😊 We are happy to help! Chris, our new volunteer, is excelling with her mentoring and will hopefully be taking on her own clients in December! This will be a huge help!
- **Staff Shout-Out**
A big shout-out to **Joanie Beyer**, one of our incredible **Community Living Support Specialists!** Joanie has been part of the OCCOA family for over **10 years**, building amazing,

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trusting relationships with her clients and always going above and beyond to provide compassionate care.

This past month has been especially challenging for Joanie, as she's faced some significant losses — yet she continues to show up every day with strength, kindness, and dedication to those she serves.

Thank you, Joanie, for all that you do. Your heart and resilience inspire us all — because as we like to say, **not all superheroes wear capes!** 🦱💛

November Update:

- Currently, Senior Care Services is assisting 49 clients with in-home services.
 - Of those:
 - 47 are full private pay
 - 1 is Senior Resources
 - 1 is a combination pay of private and Senior Resources
 - Our Friends House is assisting 8 clients with services
- Our Friends House (OFH) continues to provide strong, consistent services, though we are experiencing the expected decline in attendance that typically occurs during the winter months. This seasonal dip is normal, and we anticipate numbers will rise again in the spring. At this time, OFH does have openings for new participants. We will begin outreach and advertising after the New Year to encourage new enrollment.
- OFH totals for November:
 - Client hours-252.5
 - Meals Served- 57
 - OCCOA rides (OFH Clients)- 70
 - Volunteer hours provided by our World Horizons Volunteer, Clara- 21.25
- 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, we currently have three clients on our waitlist. Currently, we are awaiting returned phone calls from these individuals in order to move forward with scheduling and service planning.
- Senior Care Services is no longer hiring for CLS positions, as staffing levels are sufficient to meet current service capacity once the remaining wait-listed clients are processed.
- Medicare Open Enrollment will be ending on December 7th, and we are having a very successful enrollment season. Appointment slots have remained consistently full, and the team continues to assist clients with coverage reviews and plan changes. We also began mentoring a new SHIP Volunteer, Chris, who is already proving to be a great addition to the program during this busy period.
- We are excited to share that all Community Living Support (CLS) and all Our Friends House (OFH) client files have now been fully moved into Kiip! This transition marks a major milestone for Senior Care Services as we officially become paperless for these programs. The team is thrilled with the efficiency and organization Kiip provides. We will begin transitioning the Bathing Program into Kiip in early December, completing our move to a fully electronic system across all Senior Care Services programs.

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Transportation Update:

	OCT & NOV 2024	OCT & NOV 2025	YTD 2024	YTD 2025	YTD INCREASE
BUS MILES	16,651	15,928	98,337	86,130	-12,207
NON-SENIOR TRIPS	29	61	272	202	-70
SENIOR TRIPS	440	451	2,053	2,342	289
NON-SENIOR DISABLED TRIPS	415	389	2,487	2,162	-325
SENIOR DISABLED TRIPS	891	848	5,243	4,732	-511
TOTAL TRIPS	1,775	1,749	10,055	9,438	-617
PARATRANSIT MILES	1,577	1,107	6,025	8,082	2,057
TOTAL TRIPS	39	27	130	185	55
VOLUNTEER MILES	5,214	5,350	31,385	46,001	14,616
TOTAL TRIPS	133	118	664	1,038	374

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

Director's Update:

- Stephanie and Bradley attended the Michigan Association of Senior Centers annual conference in early November. Stephanie was a presenter with a fellow Board Marquette at the focusing on creating a resource guide personalized to an organization's local community to help people identify services in their area. There are many agencies and organizations that do not have something like this in place and it was nice to be able to provide a template to assist others help provide resource information to their senior population.
- After an emergency meeting with other community partners and advocates regarding the SNAP benefits crisis, OCCOA was awarded \$1,500.00 (\$500 by the Oceana Community Foundation and \$1,000.00 from the Mrs. Kronlein reading Fund) to use toward the Sharing Shelf to purchase food items.
- Staff identified more than two dozen senior households that received a bag of fresh and shelf stable foods, including a hot meal for the holiday weekend. Staff will continue to monitor the needs of the community as we head into the winter months.
- The Pentwater Centenary United Methodist Church generously donated bags to be brought to seniors in need and were delivered Wednesday prior to Thanksgiving. OCCOA enjoys the partnership in helping those in need.
- During the September meeting, an update received from Senior Resources was shared that listed services that were deemed non-essential during government shutdown and therefore would not be funded during the shutdown. I am including it once again. OCCOA offers all but three services on the list (kinship care, legal services, and medication management). During the shutdown, because of the millage OCCOA receives, not one of those services lagged.

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In fact, from October 1- November 12, 2025, OCCOA provided 1,338 rides of which only 68 were medical and would have been considered essential according to the government. The other 1,270 trips were to congregate meals, grocery shopping, banking, respite care, social, etc.

From October 1 – November 12, 2025, OCCOA served 1,425 congregate meals which again, the government did not deem essential and therefore withheld funding. THIS is what millage does. It provides essential services such as food and transportation even when other funding is not available. It not only keeps people fed and gets them where they need to be, it helps the community by ensuring people are able to get to businesses, pay bills, and keep active, all which is beneficial.

- A total of 1,422 phone calls were received from November 1 – 30, 2025, or an average of 74.84 per day based on business days.
- A staff shout out to the OCCOA RN, Ann who comes to OCCOA as a contracted employee with years of experience in geriatric care. Ann has brought an elevated level of professionalism and experience to the position, streamlining procedures, adding in-services which provide relevant and up to date education not only to the CLS Team, but also to the rest of the OCCOA Staff. Ann is always ready to step in and help; Her caring and compassionate nature blends well with the rest of the staff as well as the clients.
- Stephanie applied for (free) membership to Storehouse of Community Resources, a non-profit that connects corporate product donations to nonprofits and schools. The hope is that through this partnership, OCCOA will expand access to procurement of unmet needs items at a lower rate for seniors who are struggling. These items include personal care, clothing, and household goods, just to name a few.
- On Wednesday, November 26th, OCCOA received news that the grant application submitted to MDOT for the construction of a new bus garage was approved and OCCOA can begin moving forward with plans to construct a 10-bay bus garage including a lift. This garage will allow for all OCCOA vehicles to be able to be stored inside, helping to ensure the safety and preserve the integrity of the vehicles.
- Two former OCCOA staff are returning on December 15th!
 - Gwen Adams will be returning to OCCOA where she will be taking on the Development & Community Engagement position, which plays a key role in advancing the mission of Oceana County Council on Aging by increasing community awareness, cultivating relationships with donors and partners, and securing grant funding. Gwen is also a certified CPR instructor,
 - Robert Hernandez is a much-loved bus driver who will also be returning to OCCOA on December 15th after a short time away. Robert brings experience, joy, compassion, and friendliness to his role and everyone is excited to see him back in the driver's seat.