The cover features a dark brown background on the right side, which contains the title text. A vertical light brown bar is positioned to the left of the text. The entire design is framed by a thick dark brown border with a white inner margin.

ANNUAL REPORT 2021

TRI-COUNTY OFFICE ON AGING

October 1, 2020-September 30, 2021



Photo credit: G. Rosenke from Unsplash



Tri-County Office on Aging

*A Consortium of Clinton, Eaton & Ingham Counties
and the Cities of Lansing and East Lansing since 1974*

Tri-County Office on Aging does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, sexual orientation, age, disability, disabled or Vietnam era veteran status, marital status, and other protected characteristics in any of its programs or policies. Tri-County Office on Aging complies with all applicable laws and regulations. For detailed information on Section 1557 of the Affordable Care Act, please visit our website at <http://www.tcoa.org>.

01

DIRECTOR'S MESSAGE

02

TCOA BOARDS & COUNCILS

04

PROGRAM & SERVICE DATA

05

PROGRAM & SERVICE UPDATES

06

AGENCY FINANCIALS

08

AGENCY FUNDRAISING REPORT

09

EVENT SPONSORS

10

DONATIONS & GIFTS

14

2021 STAFF

15

VOLUNTEER SPOTLIGHTS & DATA

16

TESTIMONIALS & STORIES

18

PROGRAM & SERVICE SUMMARY

Tri-County Office on Aging (TCOA) is the Area Agency on Aging for Region 6 serving Clinton, Eaton and Ingham Counties. As a not-for-profit organization, TCOA helps older adults access programs and benefits, improve their health, and remain active in their communities. Working in partnership with agencies and service providers across the area, TCOA embraces a person-centered philosophy that focuses on how a person wants to live their life while honoring their preferences.

TCOA's mission is to promote and preserve the independence and dignity of the aging population. This mission is at the core of all programs and services the agency provides in its service area.

The Administrative Board governing TCOA, Tri-County Aging Consortium, consists of elected officials representing the three counties and the cities of Lansing and East Lansing. The Consortium was established in 1974 through a regional cooperative agreement under the Michigan Urban Cooperation Act of 1967. TCOA was designated the Area Agency on Aging through the Michigan Aging and Adult Services Agency as a response to the 1973 amendments of the federal Older Americans Act.



**OUR MISSION IS TO
PROMOTE AND
PRESERVE THE
INDEPENDENCE AND
DIGNITY OF THE
AGING POPULATION**

MESSAGE FROM THE DIRECTOR, MARION OWEN

I am pleased to present the TCOA Annual Report for 2021. Despite the challenges and struggles of living through the waves of the pandemic, TCOA staff continued to meet the needs of older adults in our communities with perseverance, dedication, and creativity! Some of our accomplishments include:

- Distributed over 300,000 personal protection items including masks, gloves, gowns, sanitizer and shoe covers to older adults, staff, volunteers, Adult Foster Care facilities and in-home care agencies. ACLS was instrumental in distributing the PPE to AAA's and we really appreciated their support.
- Launched at the beginning of the pandemic, the Friendly Reassurance program continued into 2021 and volunteers provided calls to 410 persons who live alone to reduce the feelings of isolation and loneliness. Some volunteers went grocery shopping for those needing it as well.
- Volunteers donated over 25,000 hours of critical services to area seniors including delivery of meals, grocery shopping, reassurance calls, transportation to obtain vaccines, and more.
- Despite the pandemic, Project Choices provided more critical services to more older adults and younger persons with disabilities than all the previous years, supporting clients to live independently and out of an institution.
- After 25 years, TCOA, in cooperation with Ingham County and their facilities staff, renovated the offices and rooms in the building, including new modern cubicles, paint, and carpeting, making the environment fresh and updated with some modern amenities.
- Direct Care Workers providing in-home services, including personal care, homemaking, and other crucial supports, received a long-awaited wage increase of \$2.52/hour through legislative action because of advocacy from the Area Agencies on Aging and other partners. TCOA was chosen for the "Pivot Award" recognizing the organization or business that had pivoted best during the Covid-19 crisis as part of the Greater Lansing Entrepreneurial Award presented by the 517 Magazine and WILX TV.

The Ingham County Elder Persons Millage started providing services in January 2021 and accomplished more than we envisioned. Over 3,330 older adults were assisted with home repairs, home delivered meals, in-home services, and crisis assistance for immediate needs. Some of the accomplishments achieved in the first year with millage funding in Ingham County include:

- The waitlist for in-home services (personal care and homemaking) was reduced serving over 80 more individuals.
- Additional Information and Assistance (I&A) staff were added to expand access to accurate information on programs and services available. The expansion included an additional Community Resource Navigator (CRN) who serves as the link between underserved populations and community resources. The CRNs and I&A staff also provide needed advocacy in accessing public benefits to which one may be entitled. Over 2,200 Ingham County residents contacted I&A for assistance, which was 50% more than the previous year.
- Home repair and home modifications were provided to 71 older adults to support them living in a safe and healthy environment. Repairs were made to address electrical hazards, holes in roofs, and plumbing to restore water into the home to make the homes safe for the older adults.
- A waitlist for home delivered meals was prevented by utilizing Millage funds to cover the cost of over 74,000 meals to 662 older adults in Ingham County.
- More legal representation and counseling protecting the legal rights of older adults were provided.
- Twenty-five additional persons were assisted with crisis and immediate needs such as rent assistance, property tax assistance to prevent foreclosures, and utility services.

I honor and express thanks to our staff for supporting one another and continuing to deliver services professionally and compassionately. It was not easy. I also express my appreciation to our Consortium Board and Advisory Council who continued to provide input and leadership throughout the year.

2021 TCOA BOARDS & COUNCILS

2021 CONSORTIUM BOARD

The TCOA Consortium Board is an intergovernmental body of elected officials (or their designees), including representation from the Mayors' Offices, Lansing and East Lansing City Councils, and the Clinton, Eaton and Ingham County Boards of Commissioners.



Ken Mitchell (*Chair*)
Clinton County Commissioner



Bryan Crenshaw
Ingham County Commissioner



Jeanne Pearl-Wright
Eaton County Commissioner



Patricia Spitzley
Lansing City Council



Chris Swope
Lansing City Clerk

Not Pictured (by chair, then last name A-Z):

Adam Hussain (*Vice Chair*)
Lansing City Council

Jessy Gregg
East Lansing City Council

Blake Mulder
Eaton County Commissioner

Dwight Washington
Clinton County Commissioner

Irene Cahill
Ingham County Commissioner

Mark Mudry
Eaton County Commissioner

Randy Schafer
Ingham County Commissioner

FRIENDS FOR INDEPENDENCE COORDINATING COUNCIL (FFI)

The Friends For Independence Coordinating Council was formed to help raise local dollars to supplement public funding by planning and organizing annual fundraisers including the Dinner and Auction and the Meals on Wheels Charity Golf Outing, as well as direct mail appeals. The Council is a key part of increasing private sector awareness and support for TCOA.

LeighAnna Beach
Capital Area Housing Partnership

Steven Dougan
(**Vice Chair**)
Farmers Financial Solutions

Stacey Mason
South Brook Villa Apartments

Derrick McDuffey
(**Secretary**)
UAW Local 4911

Norma McGarry
(**Chair**)
CASE Credit Union

Larry Pingel
(**Treasurer**)
Meals on Wheels Volunteer

Dwight Washington
TCOA Administrative Board

Heather Zadigian
Meals on Wheels Volunteer

2021 ADVISORY COUNCIL

The Tri-County Office on Aging Advisory Council acts in an advisory capacity to the Administrative Board. At least one-half of the council consists of senior citizens, appointed by their respective units of government. Remaining members represent community agencies. The Administrative Board approves agency appointments. This composition offers the perspectives of both seniors and service providers on aging issues.



Clinton County
Eileen Heideman*
Madelyn "Archi"
Tomczyk*

Eaton County
Joseph E. Gutiérrez
Susan Hoffman
Joel Zachrich*

Ingham County
Susan Cockerill*
Gloria Kovnot*

City of Lansing
Cheryl Mask*
Anita Turner*

City of East Lansing
Felix "Bud" Fliss*

CATA
Deb Wiese
CMH Older Adult Services
Dawn Sargent

Capital Area Housing Partnership
Emma Henry

Disability Network Capital Area
Carla Lasater

Ingham/Eaton County DHHS
Kelly Neve*

Legal Services of South-Central Michigan
Jessica Mass
Elizabeth "Liza" Rios

Maplewood AFC
Raul Presas

McLaren Orthopedic Hospital GEMS Unit
Laurie Beals

MSU, School of Planning, Design, and Construction
Dr. Zeenat Kotval-Karamchandani*

MI Veteran Resource Service Center
John Stauffer*

Social Security Administration
Robyn Ford

Tri-County Nutrition Council
Phyllis Monroe

Wind Beneath Your Wings
Meghan Pineda*

MSAC Representatives
Mary Ablan
Kirk Lewis*

SAC Representatives
Kirk Lewis
Robyn Ford

**Advisory Council Members who gave permission to include their photo, from left column.*

QUALITY=CHOICE, SATISFACTION, AND INDEPENDENCE (CSI)

Q=CSI is a consumer based advisory group that defines quality as perceived by the consumer for Project Choices and the Self-Determination Option in order to provide access and increase quality care.

Krista Abdallah
Barbara Cogswell

Larry Klekotka (co-chair)
Neal Langford (co-chair)
Timothy Murchison

Linda Thrall
Diana Willet

Members listed include only those that gave permission to be included in this report.

2021 SERVICE DATA

TCOA Direct & Access Services	Client Counts <i>(unduplicated)</i>	Units or Calls <i>(varies)</i>
Information and Assistance (I&A)*	3,897	6,553 calls
Community Resource Navigator (CRN)	344	1,785 calls
Crisis Services for the Elderly (CSE)	541 <i>(184 eligible for assistance)</i>	703 calls
Options Counseling	152	174 calls
Medicare Medicaid Assistance Program (MMAP)*	1,993	2,024 contacts
Creating Confident Caregivers® (CCC)*	12	140 hours
Kinship Care Respite Program*	1	264 hours
Diabetes Personal Action Toward Health (PATH)*	29	363 hours
Diabetes PATH Tool Kit and Weekly Phone Call*	19	114 hours
Matter of Balance (MOB)*	15	238 hours
Chronic Pain PATH*	7	79 hours
Chronic Pain PATH Tool Kit and Weekly Phone Call*	2	12 hours
Powerful Tools for Caregivers (PTC)*	24	359 hours
Project Choices*	1,457	3,723,186 units
MI Choice / Medicaid Waiver	1,038	3,516,289 units
Case Coordination	221	135,908 units
Ingham County Elder Persons Millage Case Coordination	121	11,793 units
Care Management	80	67,154 units
Other Participants Receiving Supports Coordination	393	3,716 units
Friendly Reassurance*	410	9,244 calls
Outreach*	24,893	121 hours
Nutrition	Client Counts <i>(unduplicated)</i>	Units of Service <i>(varies)</i>
Congregate Dining Sites*	942	116,627 meals
Senior Dine Card	0	0 meals
Home Delivered Meals*	2,112	451,705 meals
Senior Project Fresh*	200	200 coupon books
Contracted Services	Client Counts <i>(unduplicated)</i>	Units of Service <i>(varies)</i>
I&A - Capital Area Community Services (CACS)*	2,585	3,382 calls
Volunteer Transportation—Retired & Senior Volunteer Program (RSVP) and Clinton Area Transit System*	157	1,089 varies
Volunteer Respite Care - RSVP*	1	64 hours
Adult Day Care - Helping Hands Respite Care (now ALFA), Elizabeth's Place, and Forster Woods*	14	2,438 hours
Elder Abuse Prevention - Michigan Elder Justice Initiative*	2,340	198 units
Long Term Care Ombudsman - Michigan Elder Justice Initiative*	359	1,652 units
Legal Services - Legal Services of South-Central Michigan (LSSCM)*	963	643 units
Kinship Care Respite Program - MSU Kinship Care Resource Center*	0	0
Senior Fitness - YMCA of Lansing*	184	942 classes
Friendly Reassurance - RSVP*	542	14,593 units
*Grand Total 2021	43,158	8,073,752
4 Grand Total minus Outreach (Unduplicated)	18,265	

2021 PROJECTS & SERVICE UPDATES

The MDHHS Aging and Adult Services Agency funded Personal Care Kits to provide some basic essentials for older adults to stay safe and prepared during the global health crisis. Contents included printed documents featuring TCOA and other senior resources and programs, health and emergency preparedness materials, masks, sanitizing products, soap, toilet paper, paper towel, information for online activities to help reduce social isolation, and more. TCOA was able to create 400 kits.

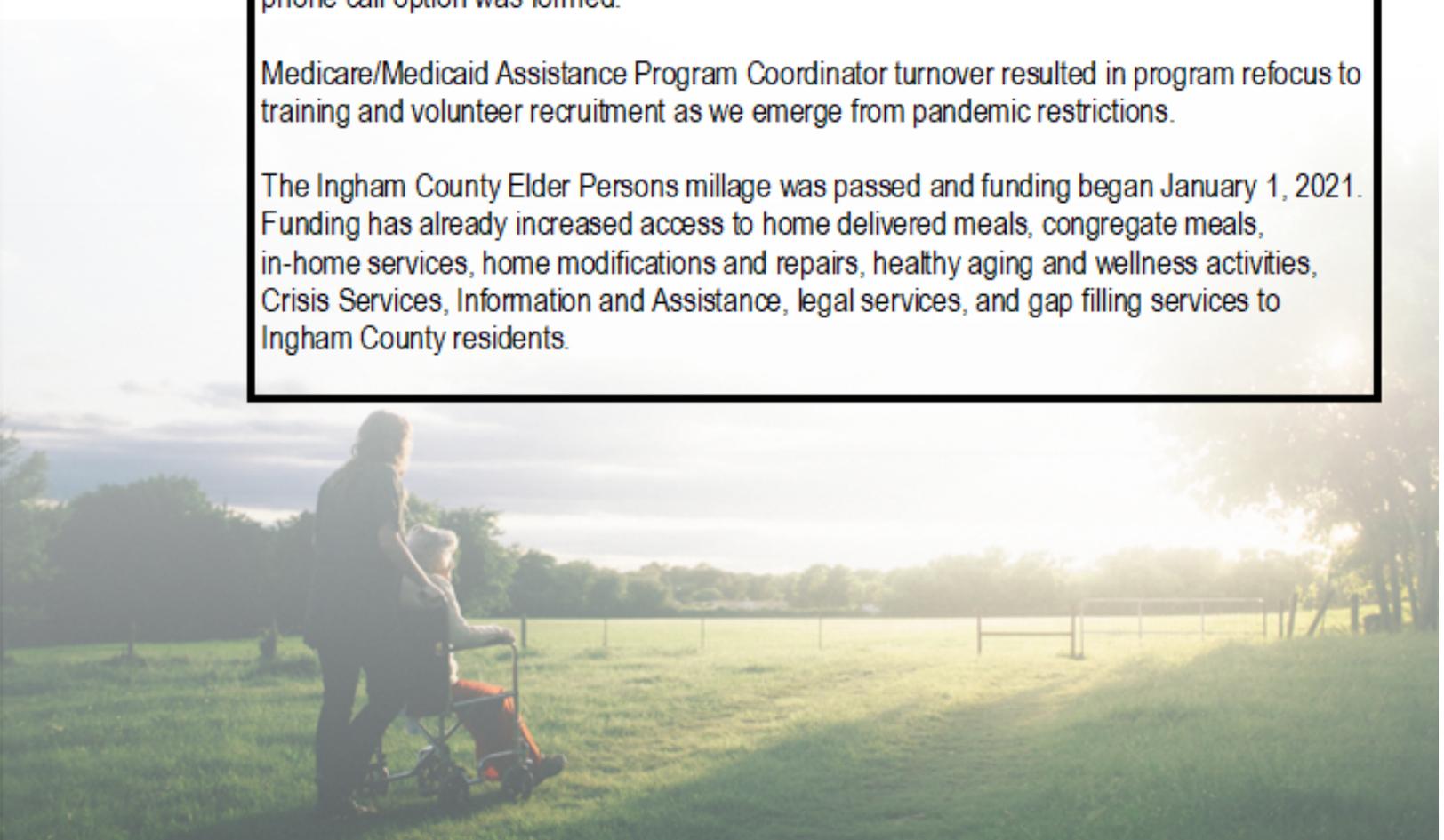
TCOA participated in many outreach events in FY 2021 to spread the word about programs and services available to an estimated 24,900 community members. Outreach efforts included 33 presentations, 14 community events, 1 volunteer recruitment event, 5 health/resource fairs, 30 mailings or e-newsletters were distributed, 1 media appearance, and 3 others that do not fit into a category above.

Senior Meal Pick-up remained available throughout the tri-county area in lieu of dining sites being open. The changes made to provide meals has offered participants the choice of which meals to consume on which days.

Moving workshops to a virtual platform reached a segment of the caregiver population that was not able to attend in-person workshops. To reach others, a mailed tool kit and weekly phone call option was formed.

Medicare/Medicaid Assistance Program Coordinator turnover resulted in program refocus to training and volunteer recruitment as we emerge from pandemic restrictions.

The Ingham County Elder Persons millage was passed and funding began January 1, 2021. Funding has already increased access to home delivered meals, congregate meals, in-home services, home modifications and repairs, healthy aging and wellness activities, Crisis Services, Information and Assistance, legal services, and gap filling services to Ingham County residents.



2021 FINANCIALS

October 1, 2020-September 30, 2021

	Revenues	Expenditures
General Fund Admin	\$709,849	\$7,015,012
Title III Administrative	196,188	196,188
Title III B Services	236,680	218,012
Title III C1 Nutrition	414,802	456,842
Title III C2 State Home Delivered Meals	1,645,260	2,016,132
Title III C2 Supplemental Nutrition	120,829	105,151
Supplemental Nutrition Title III	44,772	44,772
Title III D Services	30,773	30,773
Title III E Services	131,198	119,657
Title VII A Services	7,660	7,660
Title VII Elder Abuse	6,343	6,343
CARES Title III B	153,332	144,097
CARES Title III E	94,338	79,338
CARES Title VII	2,799	2,799
State In-Home Care	498,375	468,375
State Access Services	27,953	27,953
State Caregiver Support	15,851	15,851
HCBS Waiver	28,627,523	27,212,461
Care Management	215,913	232,943
Respite	15,952	15,952
Evidence-Based Programs	87,921	134,339
Medicare/Medicaid Assistance Program	92,905	86,098
Crisis Management	9,165	59,691
Alternative Care	138,036	138,036
Merit Award Respite	46,820	46,820
Aging Network Services	43,590	43,590
Information Referral FFI		14,129
Direct Care Worker	100,656	100,656
Elder Senior Millage	640,252	640,252
<i>Total</i>	\$34,355,735	\$39,679,922

2021 CARES ACT FUNDING

Coronavirus Aid, Relief, and Economic Security

	Title III B	Title III E	Title VII	CARES Act Total
Homemaker	\$24,373			\$24,373
Options Counseling		2,523		2,523
Personal Care	20,175			20,175
Disease Prevention/Health Promotion	5,836	15,000		20,836
Elder Abuse Prevention			2,799	2,799
Friendly Reassurance	20,229			20,229
Gap Filing/Special Needs (RSD)	3,398			3,398
Information & Assistance	48,375			48,375
Legal Assistance	7,825			7,825
Ombudsman	7,408			7,408
Transportation	15,713			15,713
In Home Respite Care		34,659		34,659
Kinship Respite Care		137		137
Caregiver Information and Assistance		10,371		10,371
Caregiver Outreach		31,648		31,648
<i>Total Expenditures</i>	\$153,332	\$94,338	\$2,799	\$250,469

2021 GRANT FUNDERS

Organization	Purpose	Amount
Aging and Adult Services Agency <i>(now the Bureau of Aging, Community Living, and Supports)</i>	Home Delivered Meals & Peer Support Program	\$39,294
	Personal Care/Essential Care Box	9,894
	Boxes, Bags, and Buddies	17,383
Disability Network Capital Area	No Wrong Door	3,836

2021 FUNDRAISING REPORT

2021 FUNDRAISING FINANCIAL REPORT

REVENUE	
Direct Mail Campaigns	\$94,621
Dinner & Auction	36,811
Meals on Wheels Designations	38,190
Golf Outing	52,984
General Donations	76,516
Raffle	315
United Way	205
Other	925
Interest	1,230
Total Revenue	\$301,797

AGENCY FUNDRAISING EXPENSES	
Staff Support	\$15,222
Fundraising Expenses (i.e. postage, supplies, printing, etc.)	20,786
Total Expenses	\$36,008

PROGRAM EXPENDITURES	
Meals on Wheels	\$312,000
Meals for Under Age 60	4,500
Waiting List for In-Home Services	420
Crisis Services for the Elderly	10,000
Evidence-Based Programs	2,500
Information and Assistance	14,129
Total Expenditures	\$343,549

Funds spent in FY 2021, raised in FY 2020.

TCOA'S FY 2021 SIGNATURE SPONSORS

Businesses and organizations earn Signature Status recognition by sponsoring both the Annual Dinner and Auction and Meals on Wheels Charity Golf Outing at specified major sponsorship levels.



DINNER & AUCTION SPONSORS

For the safety of guests, volunteers, and staff, the Dinner and Auction was held fully online. Partnering with UnoDeuce Media, TCOA presented a livestream event with several guest speakers and was still able to hold the online mobile auction. Special thanks to all sponsors for their participation, flexibility, and support, which did not waiver even in tough times. (November 2020)

Event Sponsor \$10,000

Jackson National Life Insurance Company® (Jackson)

Auction Sponsor \$2,000

Dart Bank

Entertainment Sponsor \$2,000

Delta Retirement Center

Sparrow Specialty Hospital

Gold Sponsors \$1,500

Home Care Alternatives

Kalkidan AFC

McLaren Greater Lansing

Silver Sponsors \$1,000

Aria Nursing and Rehab

By Dawn's Early Light

CATA

Chalgian & Tripp Law

City of East Lansing

Cypress Home Care

JWR Health Services

Lansing Board of Water & Light

Thatch Computer Consulting

Bronze Sponsors \$500

Buhl, Little, Lynwood, & Harris

CASE Credit Union

Clerical-Technical Union of Michigan State University

Dimondale Nursing Care Center

Holt Senior Care and Rehab

Ingham Co. Medical Care Facility

Island City Assisted Living

MSU Federal Credit Union

Regency at Lansing West

Shinberg Insurance Agency, Inc.

Benefactors

44North

Apothecary Shop

Caswell Law PLLC

George F. Eyde Family

Kevin A. Kelly Action Network

Liberty Tax of Lansing

South Lansing Kiwanis

Sun Valley Foods

Wind Beneath Your Wings

GOLF OUTING SPONSORS (June 2021)

Platinum Sponsor \$10,000

Jackson

Gold Sponsor \$5,000

Michigan Financial Group

Golf Cart Sponsors \$2,500

Farm Bureau Insurance

McLaren Greater Lansing

Sparrow Advantage & Physicians Health Plan

Lunch Sponsor \$1,500

Dart Bank

Silver Plus Sponsor \$1,250

Cypress Home Care

Silver Sponsors \$1,000

Chalgian & Tripp Law

Dimondale Nursing Care Center & Holt Senior Care and Rehab

Gorsline-Runciman Funeral Homes

Guardian Medical Monitoring

Lansing Board of Water & Light

Snack Sponsor \$800

Mareck Family & Geriatric Services

Skins/Mulligans Sponsor \$800

Home Care Alternatives & Loving Hands Home Care Agency

Bronze Sponsors \$750

Ingham Co. Medical Care Facility

DBI Business Interiors

Hole Table Sponsors \$500

Aria Nursing and Rehab

Clerical-Technical Union of MSU

Gabriels Community Credit Union

Hedlund Plumbing

Two Men and a Truck

Hole Sign Plus Sponsors \$500

Auto-Owners Insurance

Hole Sign Sponsors \$300

Ethel's Angels (Hole Sign x4)

Guy Hurley Insurance & Surety Svcs

Mayotte Group Architects

Oliver Packaging and Equipment

TCOA Friends for Independence

Benefactors

Bickford Senior Living

Caswell Law PLLC

2021 DONATIONS & GIFTS

44North
Mary M. Ablan
Nancy L. Abramson
Margaret Adams
Mary Anne Adams
Pauline Adams
Vedprakash & Malti Agrwal
Jamie Alan
Kaye Alden
Martha L. Aldenbrand
Kathy L. Aldering
Lisa Alfano
Regina D. Allen
William C. Allen
Jerry & Diane Allen
Don & Michelle Allen
Catherine Allen
Thomas Almer
Alpha Delta Kappa Gamma
Peter & Alice Anastor
Robert & Penny Ancel
Derek Andersen
Phyllis B. Andersland
Robert Anderson
Lauren M. Anderson
Mary A. Anderson
Jenna Andrews
Gartha Lee & David Angus
Anonymous Donations
Apothecary Shop
Linda Appicelli
Deb & Mark Arendsen
Aria Nursing & Rehab Center
Irene Armbrustmacher
Diane Armbrustmacher
Ethel Jane Armeling
Marc & Melissa Arthur
Conni Artin
Cindy & Dennis Arvidson
Roger & Ruth Ann Ashley
Assoc. of Fundraising Professionals
Thomas Atkin
James & Juanita Atkinson
Kimberly Ault
Ayco Charitable Foundation
Kathryn Bachman
Patricia G. & Larry D. Bacon
Janis Bails
Michael Baird
Richard Baker
Deborah Baker
Jill K. Baker
Frank & Kathy Baldwin
Philip Ballbach
Johanna Balzer
Kalista Bancroft
Brian & Julie Banfield
Ann Barclay
Donald Barnes
Ronald Barr
Mary A. & John F. Bartel
Sandra Bashore
Jamie Baum
Vanessa Beasley
Mary Beaty
Luanne & Roderick Beaudry
Anita & Claude R. Beavers
Skip & Linda Beehler
Gary & Cynthia Behelfer
Nancy Bellamy
Donna Bement-McNaughton
Martha Benedict
Peter & Kathryn Benington
Douglass Benson
Michael & Donna Bergeon
Margaret A. Bergmann
Darleen M. Berling
Gerald Berney
David Berridge
Christine Berthlett
Robert & Mary Bessette
Sandra Bessette
Barbara Betts
Barbara A. Bidigare
Beth Bienvenu
Jean Bischoff
Julia W. Bishop
Marilyn Black
Marie Black
Dorie Blaisdell
Robert & Patricia Blakeman
Ben & Steph Bobloch
David C. & Dawn Boechler
Tana & Robert Boehm
David & Diane Boes
Marilyn R. Boger
Beth Bogue
Joe Bohr
Sharon M. Bommarito
Dennis & Brenda Bonn
Edwin & Sarah Bonnen
Alden & Ann Booren
Mary & Phil Booth
John Bort
Dave & Kathy Borzenski
Sue E. Bowen
Brady Boyce
Randy Brace
Lois A. Bracey
Gregory Brand
Teresa Brantley
Clara Ann Bratton
Diane Brewer
Gus Breymann
Gretchen Bria
Bradley B. & Linda R. Brogren
Janet E. Bronson
Brookfield Eaton United
Methodist Church
Larry & Jennifer Brown
Dan & Arlene Brown
Elaine Brown
Michael J. Brown
Carol Brownell
Donald & Pamela Ann Brukner
Bishop Charitable Trust
Paul & Carol Brun Del Re
Molly Brunette
Nancy A. Brunette
Joan Brunger
John & Alice Buchel
Robert & Sue Buck
Maureen & Ted Buda
Wilbur Budd
Buhl, Little, Lynwood & Harris, PLC
Rosalind R. Bullen
Bertha L. Bullen
John & Jeanne Bullock
Jack Burgess
Diane R. Burns
Ronald & Louise Burns
Sally Burroughs
Jim & Rosemary Buscetta
Rudolph & Colleen Cadena
Robert & Tyan Cadwell
Ray & Connie Caldwell
Delois W. Caldwell
Calvary Lutheran Church
Kathryn Cameron
Susan L. Campbell
Jeff & Luann Cannell
Capital Region Community Found.
Mark Carey
Dennis Carignan
Patricia A. Carlisle
Louise D. & Edward Carlson
Donald J. Carne
Kevin Carr
Mary Jo Carroccio
Roger K. & Linda Carroll
CASE Credit Union
CATA
Karen Cavanaugh
Amy M. Cavanaugh
Bruce Chaffin
Chalgian & Tripp Law Offices
RoAnne Chaney
Joyce Chapman
Charles Schwab & Co Inc.
Michael Charter
Chief Okemos Sportsman's Club
Nicole Chmielewski
Don Christenson
Judy Christie
Norma Chruscielski
Gisela Chuman
Edgar & Cynthia J. Church
Jane Church
George E. & Donna L. Ciarlone
Mary Clausen
Tom & Barb Cleary
Clerical-Technical Union of MSU
Connie & James Close
Gary & Elizabeth Cloud
Russ & Susan Cockerill
Lorrene Cody
Barbara Coey
Cole-Briggs Unit 48
Larry & Tonja Collar
Irene L. Collier
David & Deanna Collins
Gerry P. Congleton
Consumers Energy
Jacob & Margaret Cook
Bryan Cooley
Charles R. Cooper
Sherry Corwin
Eileen R. Costigan
Patrick T. Costigan
Mark & Patty Cotter
Robyn Cotting
David & Betty M. Crandall
Tom & Kathleen Cronk
Norma J. Crowell
Todd Culver
Georgia Curry
Bruce & Joy Curtis
Jeffrey & Linda Cwiek
Cypress Home Care, Inc.
Theodore John Daft Jr.
Lawrence J. Dalimonte
Kathy Daly-Koziel
Doug & Jan Dart
The Dart Bank
Barb Davarn
Willie Davis
Anita Davis
Dianne Dawson-Ryan
Eugenia M. Dayton-Graybill
Loren & Mary De Young
Nola Deal
Stephen & Joy DeBoer
Janet Debrabander
D. Barron Debro
Sue Deer Dembowski
Delta Mills United Methodist
Mary Ann Dennis
Matthew Desilva
DeWitt Lions Breakfast Club
Donna M. Dickert
Paul W. Diefenbach
Christina D. DiFonzo
Disability Network Capital Area

Kathy Diskey
Carole Dodgson
Francis Elaine Donelson
Bruce & Sophia Donley
Joyce Draganchuk
Douglas & Judith Drake
Thomas D. Drinan
Sharon Dubois
Carol Ducat
Judith A. Duchene
Roberta M. Dugan
Mary Ann Dunn
Marvin & Peggy Dunn
William J & Janice E Dyke
Dyras Dental
Pamela Edgar
Terri Edick
Daniel & Carol Edmunds
Ron & Sue Eggleston
Lee & Karen Ekholm
David & Robin Elias
Dan & Judy Ellsworth
Elsie Lions Club
Jack A. Enderle
Cynthia Evans
Eldon Evans
Elwin D. Evans
The Honorable Thomas S.
Eveland
Virginia A. Everett
Hugh & Inguna Fauser
Paul & Lisa Fergus
Elaine Ferris
Carol A. & Thomas J. Ferris
Lloyd & Anne Fett
Fidelity Brokerage Services LLC
Jane Filipiak
Joseph J. Filko, Sr.
Kristen Fillmore
Cathy L. Finn
Lannie Fisher
Sally & Kelvin Fizzell
Andrew & Jamie Flanagan
Earl J. & Laurie Flegler
Jeanne Fleming
Maribeth Fletcher
Patricia Flint
Bud Fliss
Nathanael C. Flynn
Dolores Foote
Janet W. Foran
Daniel Fox
Susan Fox
Donna & Paul Freddolino
Mildred Friend
John & Lydia Fromson
James Benjamin & Jan Fry
Fuerstenau Burkett Agency, LLC
Brandy Galea-Hertrich
James & Laurie Gallagher

Pennie Gammage
Judy Gamon
Gerald Garfield
Mary Gargett
Carol J. Garlinghouse
Gary & Loretta Geisen
Donna M. George
George F. Eyde Family, LLC
Darwin Gibbs
Michael & Louise Giddings
Roland & Mary Lou Gifford
Ken & Margaret E. Gillespie
Lia Giovanni
Kenneth & Robin M. Gleason
Jennifer Godby
Joyce Goerge
Goetz
Consuelo Gomez
Kristen Goodman
Gorsline-Runciman
Allen & Debora Goward
George & Susan Graeber
Margie Graham
Grand Ledge Lions Club
Mark Graves
Evelyn & David Green
Jean M. Green
Elizabeth L. Greene
GreenStone Farm
Credit Services
Jane E. Griffin
Doloris R. Groh
Roger L. & Marilyn Grove
Barbara A. Guarnaccia
Anthony & Annette Guiseppi-Elie
Dave Gupta
Satish & Usha Gupta
Gary R. Gustafson
Dave Habek
Dave & Judy Hadrill
David A. Hadsall
Richard A. Haite
Al Hakala
Joan Haley
Susan Hall
Margaret Hall
Ray & Pat Hammerschmidt
Scott & Julie Hancock
Brienne Haner
Deanna D. Hanieski
Kathleen Hanlin
Alane Hanses
Ken & Linda Hanson
Lynne A. & Kenneth Harned
Keith & Jean Harrison
Linda L. Harrold
Jeffrey & Sally Harrold
Darthea Hartgerink
Duane W. Hartman
Lori Harvey
Phillip E. Hassler
Charles K. Hathaway

Michael G. Hauser
Steve & Pamela J. Hawkins
Gary & Shirley Hawks
Jane Hayes
Jeffrey M. Haynes
James J. Hebert
Eileen & Howard Heideman
Ann Heisey
Jean Hekhuis
Leonore Helder
Sheryl Hemstreet
Christine Hennessey
Therese Hercher
Tom & Mary Herdt
Donald Herrington
Katharine H. Hillberg
Jim & Sandy Hines
George & Linda Hirai
His Hand Home Health Care
Susan Hoffman
Ted & Michele Holmberg
Kevin P. Holt
Holt American Legion
Joan Holtgreive
Darwin & Teresa Hosking
Patricia J. Hoskins
Barbara Houghtaling
Julie Hubbard
Louis N. Hufnagel
Vicki A. Hughes
Dennis A. & Mary L. Humphrey
David & Kathy Hundt
Melanie Hunter
Deborah Hunter
Janice Huntley
Linda & Leonard Huyck
Colleen Hyslop
Eleanor A. Ibarra
Joan Ilardo
Ingham Co. Medical Care Facility
James Isham
Patrick Isom
Ellen A Ives
Jackson
Paul C. & Ann S. Jacob
Anil K. & Nandita K. Jain Ttee
Hugh James
George & Jo Ann Janes
Colleen Jansen
Janis C. Jansen
Mary Ellyn Jarvis
David K. & Gretchen Jewison
Anders G. Johanson
Jeanne Johns
Gail & Tim Johnson
Cynthia S. Johnson
Katharine Johnson
Gary & Carol Johnson
Sandra Johnson
Richard Johnson
Vernon Johnson
Mary Ann Johnson

Kathleen Johnston-Calati
Cara E. Jones
John W. Jones, MD
Dorothy L. Joseph
Joseph P. Hill Memorial
Foundation, Inc.
Kalkidan AFC
William & Debra Kandler
Kenneth Kaneshiro
Stan Kaplowitz
Linda & Jeff Kaschyk
Gauresh & Suman Kashyap
Carol Kasuda
Donald & Elizabeth Kaufman
Audrey J. Keefer
Jack & Mary Ann Keilen
Laura Lee Kelly
June A. Kenfield
Roger Kennedy
Debra Kesson
Esther J. Keyes
Cathy & Ed Kiernan
Lloyd E. & Nancy E. Kimball
Randy Kinder
James J. & Maria P. King
Janice King
William & Susan King
Paul H. & Ann C. Kinzer
Kirkland & Ellis LLP
Anthony Klain
Patrice A. Klein
Barbara Kletke
James & Rosanne Klunzinger
Knights of Columbus Council 3281
Knights of Columbus Council 7311
Anne & Bill Knox
Yi Ping Kong
Dennis & Sharon Korkoske
Mary Kornoelje
Michael P. & Sherrill L. Kovach
Thomas & Barbara Kovachic
Brenda Krasuski
Russ & Sue Kropschot
Robert A. & Mary A. Kruch
Mary R. Kulpa
Tom & Mary Jane Kuschinski
John & Diane G. Kusnier
Michael Lacharite
Rona L. Landfield
Suzanne Laningham
Lansing Board of Water & Light
Lansing Mercy Ambulance
Joey Latterman
Pamela A. Lavender
Dennis S. & Lucille A. Lavis
Anna Lee Lavis
Isabel Leader
Larry Leatherwood
Richard & Susan Leavitt
Ledges Young at Heart
Miae Lee

2021 DONATIONS & GIFTS, CONTINUED

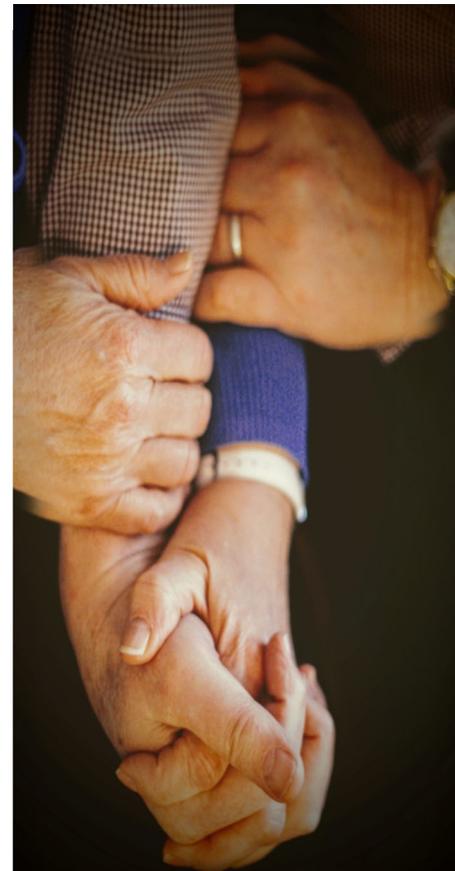
Maryjo & Tim Lemanski	Don McRae	Kathleen A. Niemeyer	Andy Provenzano
Robert & Renee Leonard	Barbara Mead	Darlene Nikoloff	Judith L. Puca
LeRoy's Classic Bar & Grill	David & Nola Meade	Michael & Ginny Noback	Raymond Pulido
Constance Leseney	Rick Meaton	Angela Noble	Lori Pung
Olivia I. Letts	Rebecca Mengerink	Joseph Noeker	Dave & Audrey Putman
Barbara Ruth Levine	Pat Menning	Jack Nolish	Raffle Revenue
Joe & Robbie Levine	Deborah L. Menninga	Mary C. Normand	Carrie Ramirez
Jaclyn Shoshana Levine	Mary Meranda	Sherrill B. Nott	Michelle Randall
Gloria Lew	Susan Merkle	Bruce A & Janine L. Novak	Louis & Sandra Rathburn
Marie Lewis	Penny J. Mervis	Gerleen S. O'Brien	James & Elaine Rauschert
Edward M. Liddle	Ann E. Meyer	Brenda J. O'Brien	Kathryn Raymer
Peter & Paula Limburg	Michigan Financial Group	Lyn O'Connor	Helen Reah
John Linderman	Mid Michigan Guardianship Svcs	Thomas E. & Mary F. O'Connor	Delbert Rector
Roger & Marilyn Line	Jack & Sandy Midgley	Kay O'Dell	Katherine A. Rector
Cindy L. Linn	Eric Mikko	Randall Oesterle	Lucy Reeves
Aleksander Litos	Julie Miller	Barbara O'Kelly	Barbara Reinke
Donald & Rosella Lloyd	Mary L. Miller	Joan Olheiser	John L. & Diane M. Revitte
Carolyn Loeb	Noel L. Miller	Mary Olson	David & Paula Richmond
Lori A. Lombardi-Davis	Donna Miller	Bonnie Olson	Mary L. Richmond
David & Jean Long	Brenda Miller	Onondaga Community Church	Ann Robach
Wrae Loring	Charles E. Miller	Kathleen R. Opperwall	Robin Theatre: The Poetry Room
Bob & Kathy Lovell	Kay Miller	Janet E. & Marvin H. Osebold	Steve & Shirley Robinson
Sugandha Lowhim	Gayle Miller	Marie Jean Osman	Carol Roehl
Claude & Kathie Lumbert	Gerald & Sheila Miller	Michael A. & Linda Ostertag	Christine Rogers
Malcolm & Karin Lusk	Raymond A. & Lyda P. Miller	James & Barbara Ostler	Sarah Rohr
David Lusty	Donelda Miller	Joe & Lori Osypczuk	Paul E. Roney
John & Susan Luyendyk, Jr.	Gary L. Mills	Chandra Owen	Eileen Roraback
Lois Lynch	Leonard Mitchell	Deborah Owen	Merry Rosenberg
Theresa Lynch	Mary J. Mitchell	Marilyn Owens	Maria Rossi
Surendra Mahanti	Minesh & Hina Mody	William E. Paff	Bruce & Patricia Roth
Karen Mahoney	Michael P. Mogan	Fred & June Pallottini	George Rotter
Gwendoline Maisch	Joan L. Moiles	Donna Palmer	Jeff & Karen G. Routson
Marilyn E. Maloney	Mary Monaghan	Ilona M. Park	Sue Royston
Paula Jean Manderfield	Barbara & James Mongeau	Kit R. Parker	Denise Ruble
Karen Manrique	Sharon M. Monod	Frederick R. Parks	Eileen Rudrik
Maple Ridge Cemetery Assn.	Phyllis Monroe	Olga Pascalenos	Earl C Russell
Mareck Family & Geriatric Services	Robert & Sandra K. Moore	Nancy S. Passanante	F.M. & Karen G. Saad
Eileen J. Maron	Judith M. Morigan	Chantal & Harlan Patton	Sharon K. Sabin
Shirley A. Marshall	Addie Morrow	Susan Pavick	Ruth L. Sablich
Karen Martin	Sally Morse	Helene Pazak	David & Lorinda Sallek
Ina L. Martin	Peter Motz	Barbara Peters	Denise Sancrainte
Martin Brower	MSU Federal Credit Union	Leonard Peters	Colleen Satkowiak
Cheryl Mask	Mark & Jane Mudry	Michael G. Petersen	Marlene Sawdy
Ralph & Gloria Mason	Gary & Trish Murphy	Linda & Gerald Peterson	Alice J. Schad
Madeline Masterson	Wendy Murphy	Richard Peterson	Schaefer Dental Group
Dale Mattis	Janice Murphy	Kathy Phelps	Troy Schafer
Clara L. Mauren	Ken Murray	Roger & Rosemary Philip	Gordon Schafer
Wayne & Diana Mavis	Rebecca Murthum	Judith G. Pick	Jean Schaibly-Smith
Cathy Mayhew	Gerald & Susan Mutty	Phyllis Pierce	Michael & Ilene Schechter
Gina Mazzolini	Lorraine Myers	Gregory Pincumbe	Patricia Scheiterlein
Alan & Gudrun McAttee	Nancy Myers	Howard & Nell Pizzo	Phillip Schertzing
James McCombs	William C. Nash	Marilyn Pline	Anne M. Schneller
JB McCombs	National Home Care Service, LLC	James & Carla Pocan	John Schoepke
Sally & Jim McCoy	John L. Neilsen	Dean & Janet Poggiali	Jane Schoneman
Ellen C. McKay	Mary Nelson	David Pohl	Thomas F. Schulte
Virginia R. McKenna	Robert & Carol Nelson	Erika Poli	Todd & Karen Schulz
James McKillips	Scott & Amy Nemeth	Patricia Poli	Linda & Heidi Scranton
Philip McKinley	Roberta New	Mary Ann Poma	Barry Sedgwick
McLaren-Greater Lansing	Ruth Newman Uhl	John A. Post	Gail Seiter
Richard Douglas McLellan	Margaret Ney	Michael & Diane Pozniak	Seniors Helping Seniors of Greater
Theresa K. McNamara	Diane Nichol	Virginia Prange	Lansing
Jeanne McNeil	J. Irvin Nichols	Connie Proctor	Dolores Sevenski

Darlene Severson
 Meghan Sharp
 Herbert Sharples
 Debra A. & Terry D. Shaver
 James Patrick Shay
 Kathleen & Dorwin Sheathelm
 Valerie L. Shebroe
 Mary Ellen Sheets
 Ann Sherman
 Devota Sherman
 Thomas H. Shields
 Dorothy Shillinglaw
 Chris Shimmin
 Shulien
 Jacquelyn Sieb
 Sandra & Kenneth Siemon
 Lorraine Sigle
 Jeffrey B. Simbob
 DuWaine Simon
 Roy Simon
 Ronald & Mary Simon
 William F. & Nancy Simonsen
 Carol Skillings
 Elaine Sklar
 George E. Smith
 Richard Smith
 Gavin Smith
 Vera J. Smith
 Perry Smith
 Mary Cook Smith
 Donald & Jeanniene Smith
 Susan Smith
 Donald L. Smith
 Carol Solomon
 South Lansing Kiwanis
 Mary M. Sova
 Sparrow Specialty Hospital
 Kathy & Fred Spears
 Steven ad Esther Spees
 Elizabeth Spence
 Carol G. Squires
 St. David's Episcopal Church
 Patrick & Pat St. George
 Joyce St. Germaine
 St. Johns Lioness Club
 Mary Catherine Starr
 Marlene A. Stavros
 JoAnn H. Steele
 Lorraine A. Steffens
 Frederick & Mary Ann Stehr
 Evelia Steinke
 Marcie Stepanski
 Connie Stevens
 Ronald J. & Diana Stewart
 Stanley R. & Margaret Stolz
 Shawne E. Stone
 Amy Storey
 Bernadette Straney
 Diane Strassman
 Michelle I. Stratz
 Judith & Stanley Strieter

Katharine Strobel
 Deborah K. Strzelec
 Pamela J. Stuber
 Barbara A. Stump
 Trudy Sturk
 Clarence & Loretta Suelter
 Greg & Jodi Sullivan
 Dennis Sullivan
 Ellen & Mark Sullivan
 Jesse Sutton
 Nancy C. Svoboda
 Marvin Swan
 Lynn R. & Margo M. Swan
 Rosalind B. Swart
 Alan Swartz
 Lisa Swem
 Connie Swix
 David & Ann Szczesny
 Casimer Szocinski
 Sandra J. Szul
 T. Rowe Price Program for
 Charitable Giving
 Delores A. Tabor
 Emily Z. Tabuteau
 Barbara Tanaka
 Murl Tanner
 Ron Tatro
 Norma Taylor
 Daniel C. Taylor
 Robert Taylor
 Sharon Tenney
 Bruce & Karla L. Ter Haar
 Patricia T. Tews
 The Law Firm of Bradley Vauter &
 Associates, PC
 The Meridian Company
 The Willows at East Lansing
 The Willows at Okemos
 Larry Theisen
 Elaine A. Thelen
 Janice Thelen
 Alan Thelen
 Gerald & Kay M. Thiede
 Bari Thomas
 Elizabeth Thomas
 Ruth M. Thomas
 Gloria L. Thompson
 Bob & Barbara Thorburn
 Thrun Law Firm, Pc
 Wendi Tilden
 Keith & Colleen Tinsey
 Roberta Tisdale
 Kathleen Toczydlowski
 Anita Tokhie
 Charles & Pamela Torrosian
 Elizabeth & Tom Treanor
 Levi & Jeri Trotter
 Sterling E. Tryon-Hartwig
 Ann Tucker
 Anita Turner
 Krisoula Tzumakas

UAW Local 1753
 UAW Local 602 Retirees
 Bruce Uhland
 Unitarian Universalist Church of
 Greater Lansing
 Robert W. Uphaus
 Barbara Ann Van Buren
 Sharon Van Gieson
 Maria Vanacker
 Virginia Vande Vord
 Kevin VanGieson
 Chuck Vaughn
 Esther Verburg
 Charlene Vogan
 Patricia G. Voss
 Craig Walenga
 Charles & Nancy Walker
 Jacqueline A. Walker
 Larry Walker
 Rosalie Walker
 Jane R. Wallin
 Eugene & Marilyn Wanger
 Steven R. Ware
 Ellinor M. Warner
 Tom Warren
 Patty Warshaw
 Bill & Peri-Anne Warstler
 Shirley A. Wasnich
 Barry Webb
 Joseph Lodge Webster
 Bradford C. & Becky Weir
 Richard & Annette Weiser
 Clarence & Jane Weiss
 Carol Mara Welch
 Tim Wellemeyer
 Betty Wernette-Babian
 Sue C. Wheeler
 Sheryll White
 Richard & Connie L. Wieber
 Craig Wieland
 David M. & Beverly Wiener
 Harry Wiersma
 Calvin Wilbon
 Elvira M. Wilbur
 Rebecca Wildenthal
 Jane Wilkins
 Robert J. & Susan M. Wilkis
 Elizabeth Williams
 John & Carolyn Willoughby
 Lynn Wilson
 Ross Wilson
 Sandy Wilson
 Timothy G. Wilson
 R. Dale Wilson
 Joanne F. Winkelman
 Jason & Gina Woehrlé
 Shirley Wohlfert
 Terri Wolf
 Debbie Wolf

Don & Pat Wolgamott
 Elizabeth Wood
 Joan E. Wood
 Ron & Sarah Woodruff
 Doreen K. Woodward
 Debra Woodworth
 Janet L. Woolsey
 Mary Wright
 George R. Wummel
 Bob & Carol Wyskowski
 Bill & Carol Yerkes
 Toni Young
 Jeffrey Young
 James & Rose Zacks
 Jack & Heather Zadigian
 Beverly Zetterholm
 Tim & Deborah Zielinski
 Betty J. Zietlow
 Mary L. Zuker



2021 TCOA STAFF

Falah Ahmed
Huda Ahmed
Salah Ahmed
Kaeshona Austern
Lisa Bain
Carol Barry
Susan Beard
James Brandell
Katherine Branson
Mirenda Brown
Marc Bruman
Molly Brunette
Billie Bryant
Carl Buonodono
Dave Burkholder
Nancy Buzard
Martein Carter
Alesha Cavanaugh
Cindy Chapin
Gina Cleven
Sharon Constan
Casey Cooper
Heather Craig
Jennifer Cunningham
Heidi Dadow
Rebekah Davenport
Alicia Davis
Kristen Davis
Linda Davis

Rebecca Decess
Christopher Douglass
Ashley Ellsworth
Tammie Estill
Jacquelynn Fedewa
Chris Florian
Anna Franklin
Jennifer Fritz
Heidi Glew
Ashley Gonzalez
Nick Goodman
Heather Hager
Michelle Hardman
Elizabeth Hartel
Carrie Hartenburg
Jolene Hazen
Rebecca Hedrick
Linda Hernandez
Jacqueline Hill
Christine Histed
Chris Hornburg
Kierra Hughey
Elizabeth Humphrey
Janel Ingram
Naji Issa
Antoine Johnson
Kristin Judge
Erin Karkau
Frances Kos
Shelagh Kosinski

Kirsten Laing
Melisa Lamb
Sherri Lamoureux
Tammy Lemmer
Jaclynn Lloyd
Kathryn Long
Mary Mahoney
Barbara Mannino
Viola Mans
Cheryl March
Ashley Martinez
Delane McKinney
Michael McMonigal
Marcy Mentink
Annette Merrill
Andrea Miller
Jill Moulton
Jennifer Mullin
Addie Mutch
Monico Oliveras
Marion Owen
James Perry
Constance Phifer
Lisa Phipps
Andria Platte
Andrea Radel
Virginia Ramirez
Nicholas Read
Clarence Reeves

Asenath Regan
Devona Ritter
Shelly Rogers
Rhonda Sayles
Autumn Scates
Diana Schlaack
Erin Scott
Kristina Sellek
Sarah Shaw
Francie Sifuentes
Sandra Simmons
Thomas Smith
Tasha Stetler
Patricia Stewart
Valerie Sturdivant
Celene Swagler
Maresa Tedrick
Suzanne Thuma
Michele Torosian
Beverly Turner
Antigoni Tzumakas
Brian Watson
Nicole Watson
Victoria Watson
Robin Webb
Judith Wernert
Elizabeth Wetherell
Rachel Whetstone
Marilyn Wiley
Cheyenne Willaman

VOLUNTEERS

Thank you to all of the individuals, businesses, and community groups that support TCOA through volunteerism. Dart Bank, Home Care Alternatives, and Jackson National Life Insurance Company® went above and beyond by providing staff time at event planning meetings *and* significant financial contributions. Many TCOA programs simply could not exist without volunteers, and we deeply appreciate each volunteer's dedication and passion for assisting older adults and adults with disabilities served through TCOA. As programs and services expand to meet increasing needs, so too do volunteer needs.

**2021
volunteers
=
12 full-time
employees!**

Thank you!

2021 Volunteer Spotlights

October 2020	Tammy Couthen
November 2020	Mark Beagle
December 2020	Kevin Klein
January 2021	Barb O'Kelly
February 2021	Rachel Brander
March 2021	Kris Mellon
April 2021 <i>Vol. Appreciation Mo.</i>	David Stowe, Ray Brooks, Terrie Macnicol, Ben Darling
May 2021	Judy Miller
June 2021	Louis Ebaugh
July 2021	Shirley Robinson
August 2021	Kirk Lewis
September 2021	Roxane Lyon

	Volunteers	Hours
Advisory Council	23	380
Evidence Based Programs	7	117
FFI, Administrative, and Events	25	96
Friendly Reassurance	52	3050
MMAP	14	878
Nutrition Program	1,376	20,724
<i>Total</i>	<i>1,497</i>	<i>25,245</i>

TESTIMONIALS & CLIENT STORIES

BECKY (page 17, pictured left)

“Just never give up. Just keep it going...I have bad days but tomorrow is a new day and I try to find the best in people.”

CARRIE (page 17, pictured center)

“I’m home where I want to be...

I want to be as independent as I can be. But if I didn’t have TCOA, things would be a lot harder and I would be doing a lot less.

TCOA is excellent. They were calling me every 2 weeks out of hospital, now every 2 months. They care about what happens to people.”

ODDIE (page 17, pictured right, on left)

“[My Supports Coordinators] have made it easy to stay in this program, and they’re human, not like machines. They treat me with respect and dignity, and allow me to have my privacy. They are not intrusive. Not controlling or dictating. I don’t have a lot of rules to follow to be in the program. When I need something I tell them, and she works hard to make it happen. They are amazing people. Just amazing. If I could choose someone else to be in my family to love, I would choose them as a family member. Because they don’t treat you like you’re not human or you’re not worthy. Past social services treated me with disrespect. I hated it. These people treat me with love and respect and honor and care.”



***"[TCOA] cares
about what happens
to people."
-Carrie***

TCOA PROGRAMS & SERVICES



TCOA.ORG

Photo credit: various Unsplash artists

CARE OPTIONS

Caregiver Support offers information, referral and classes for caregivers and their families in order to plan for the future regarding common concerns they face.

Case Coordination is available for people who can benefit from limited support. A specialist conducts an assessment and can arrange in-home services for eligible persons who need some assistance with personal care, homemaking, or respite from caregiving.

Project Choices/MI Choice Program offers an alternative to living in a nursing home for people who meet level of care and financial eligibility. A nurse and social worker team assists eligible individuals, with their families and friends, to design a plan of care. Coordinating and providing key services, while respecting each individual's right to choose their own options, offers clients the opportunity to remain at home or live in the setting of their choice.

EVIDENCE-BASED PROGRAMS

Caregiving

Creating Confident Caregivers® is a six-week educational series for non-professional caregivers of persons with dementia. Respite care may be provided. Person with dementia cannot reside in a facility that provides care 24/7.

Powerful Tools for Caregivers is a six-week workshop for non-professional caregivers designed to provide tools and strategies to better handle unique challenges faced while caring for a family member or friend. This workshop is not specific to caregivers of those with Dementia/Alzheimer's.

Health and Wellness

- **Chronic Pain Personal Action Toward Health (PATH)**
- **Enhance® Fitness**

Administered by local partners including YMCA of Metro Lansing

- **Diabetes Personal Action Toward Health (D-PATH)**
- **A Matter of Balance**

NUTRITION

Meals on Wheels offers several home delivered meal program options. Each of these options offers healthy, well balanced, flavorful meals that provide 1/3 of the daily nutritional needs of older adults. Although payment is not required, donations for meals are welcome.

Congregate Meal Program provides participants good company and wholesome food, as well as educational and entertaining activities. Although payment is not required, donations for meals are welcome.

- **Senior Dining Sites:** There are approximately 20 sites throughout the tri-county area.
- **Senior Dine Card** provides an occasional meal at local participating restaurants to qualified seniors who do not have access to a Senior Dining Site (typically rural locations).

Senior Project Fresh provides coupons to qualified seniors to purchase fresh fruits and vegetables at participating Michigan farmers markets June through October.

RESOURCES AND INFORMATION

Crisis Services for the Elderly provides limited assistance for non-medical emergencies, i.e. imminent utility shut-off notices and the immediate need for prescription drugs. Crisis Services staff are available M-F 8:00 am – 5:00 pm with an afterhours phone line.

Information & Assistance Specialists provide information on topics of importance to older adults, persons with disabilities, and their caregivers such as housing options, financial eligibility for programs, in-home services and long-term care options.

Friendly Reassurance Calls: Volunteers make regular phone contact with older persons to assure their wellbeing and safety and to provide companionship and social interaction.

Kinship Care/Respite Program provides rest and relief for non-parent older adults (55+) who are raising a child 18 years old or younger. The program can help pay for activities such as day care, sports camps, summer classes, and extracurricular activities. TCOA partners with MSU Kinship Care Resource Center which offers support groups, trainings, etc.

Michigan Medicare Medicaid Assistance Program counselors help individuals to understand Medicare & Medicaid, enroll in Medicare prescription drug coverage, review supplemental insurance needs, apply for Medicaid Medicare Savings programs, and provide information to help identify and report fraud, abuse or scams. Call 1-800-803-7174 for more information.

Options Counseling offers older adults and their caregivers assistance in planning to meet long term care needs that arise as individuals seek to remain in the community as they age. This can include identifying needs, providing information regarding community resources and creating a plan of action. Options Counseling takes place through both phone and in-person conversations, has no income eligibility requirement and is available to both individuals and their support system.

Tax Preparation/AARP Foundation Tax Aide Program provides trained volunteers who assist low- and middle-income older adults and persons with disabilities with their income tax and property tax credit forms.



Tri-County
Office on Aging

517-887-1440

1-800-405-9141

www.tcoa.org

