

ANNUAL REPORT

2023



Tri-County
Office on Aging

Serving Clinton, Eaton, and Ingham Counties
October 1, 2022 - September 30, 2023

ABOUT TRI-COUNTY OFFICE ON AGING



TCOA's mission is to promote and preserve the independence and dignity of the aging population.

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 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 Clinton, Eaton, and Ingham 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.

According to the American Community Survey, the three counties that make up TCOA's service area have seen an estimated 8% increase in the 60 and older population between 2016 and 2020. The older adult population represents 22% of the total tri-county population as of 2020. In the TCOA service area, an estimated 76% of residents are White, 9% Black, 5% Asian, less than 1% Alaska Native, less than 1% Native Hawaiian/Pacific Islander, and 2% identified as some other race, not specified. Additionally, 7% of the total PSA are Hispanic or Latino (of any race).

EXECUTIVE DIRECTOR'S MESSAGE

For nearly 50 years, TCOA has been proud to be the go-to community agency for anyone seeking person-centered services, support, resources and information. In partnership with agencies and service providers, TCOA connected with 25,000 older adults, adults with disabilities, caregivers and support circles in FY 2023. Our progress in FY 2023 provides a solid foundation for years to come. Above all else, I'd like to express my heartfelt appreciation to the TCOA staff for their unwavering dedication and commitment to serving the older and disabled adults in our communities.

The programs under Project Choices continued to grow during FY 2023 (41% increase), serving more participants than in previous years with the most significant increase seen in the Case Coordination program. Staff continue to be person-centered with participants even as contractual obligations increase. Nutrition referrals were on the rise with the decrease in SNAP benefits, and the Congregate Dining program returned to cafeteria-style dining with great success after the COVID-19 pandemic. Home Delivered Meals experienced a 9% increase during FY 2023. TCOA is the Lead Agency for Senior Project Fresh for Ingham County and in FY 2023 the program distributed coupons to 242 Seniors in Ingham County. FY 2023 was a successful year for evidence-based health, wellness, and caregiving programs. In person workshops were back with virtual learning remaining an option. Planning efforts resulted in the redesign of the Dementia Caregiver Series, which will be offered in FY 2024, and TCOA is involved with efforts to formalize a Caregiver Resource Center in our region and statewide. The Medicare Medicaid Assistance Program (MMAAP) increased staffing and volunteers to expand access and improve response times. MMAAP counselors served 7% more people than last year. TCOA experienced a 71% increase in outreach participants and Information and Assistance Specialists provided information on topics of importance to older adults and persons with disabilities to over 3,700 individuals. Additionally, the Long-Term Care Collaborative began a community needs assessment related to homeless older adults as housing issues facing the Greater Lansing area continue with additional work groups being formed in the community as well as a Coordinated Entry Process being developed. TCOA also refreshed partnerships within organizations that serve traditionally marginalized communities and saw a 16% increase in people of color served. To better serve our community, TCOA increased the number of informational materials translated into non-English languages. Overall, contracted services experienced a 9% increase in participants. Contracted services like Information and Assistance, Adult Day Care, and Legal Services all experienced significant increases. The Ingham County Elder Services Millage provided over 4,000 Ingham County seniors with services to allow them to remain independent in the community. Some of the services provided include Home Delivered Meals, Congregate Dining, In-Home Services, Home Repairs, Crisis Services and Legal Services.

While there is more work to be done, I'd also like to express my sincere appreciation to the volunteers and partners for your tremendous support and dedication to TCOA programs and services that empower older adults, their families, and caregivers to live with independence and dignity in their own homes and communities in Clinton, Eaton, and Ingham counties.

Andrea Radel, TCOA Executive Director

ADVOCACY AND ENGAGEMENT

Tri-County Office on Aging (TCOA) has two representatives on the Michigan Senior Advocates Council (MSAC). Tri-County Office on Aging also has one representative on the Senior Advisory Council (SAC).

TCOA staff and MSAC delegates attended the USAging Aging Policy Briefing in Washington, DC in April 2023 to help prepare for the discontinuation of COVID relief funding and meet with legislators.

Several staff serve on the Older Michiganians Day Steering Committee and Subcommittees. Over 750 constituent advocacy letters were provided from the tri-county region. Advocacy topics included supporting family and informal caregivers by developing Caregiver Resource Centers, supporting and strengthening the direct care workforce, strengthening and supporting the Long-Term Care Ombudsman Program by adding 33 new full-time positions and updating the funding formula, expanding access to MI Choice by raising the capitation rates, and increasing access to home and community-based services by increasing the budget for in-home and nutrition services. One-time funding was awarded to launch Caregiver Resource Centers across Michigan.

TCOA has also been involved in a project to expand broadband access to help reduce isolation, improve health outcomes, and help lower health care costs with the MSU School of Social Work. The tech training pilot project includes researching free or low-cost devices and data plans with the eventual goal of telehealth use for rural residents.



PROGRAM AND PROJECT OUTCOMES

19,000
tri-county
residents

TCOA, working in partnership with agencies and service providers across the area, connected with over 25,000 older adults, adults with disabilities, caregivers and support circles. Services and supports were provided to over 19,000, an approximate 5% increase from the previous year. TCOA provided outreach to over 6,600 tri-county residents and community partners.

41%
Increase

The Project Choices program that includes MI Choice, Case Coordination and Supports, and Care Management experienced a 41% increase in participants from last year with the most significant increase seen in the Case Coordination program.

8%
Increase

The Nutrition Program experienced an overall increase of 8%. Home Delivered Meals referrals have been on the rise as a result of decreased food resources, specifically SNAP benefits, declining health issues, and mental and emotional difficulties post-COVID. Congregate Meal participants have been decreasing annually for a number of years. COVID has had a lasting impact on seniors returning to congregate meal settings.

PROGRAM AND PROJECT OUTCOMES

7%
Increase

MMAP secured five new volunteers, totalling 20 counselors who provided services to over 1,350 individuals. That is a 7% increase from last year.

27%
of direct and
access
services

Information and Assistance specialists provided information on topics of importance to older adults and persons with disabilities. The topics discussed the most included the MI Choice, Housing Assistance, Case Coordination and Supports, and Options Counseling. Over 3,700 participants served represents 27% of Direct and Access Services provided.

33%
of
participants
served

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. These contracted supports represent 33% of participants served with funds through TCOA.

SERVICE DATA

TCOA Direct & Access Services	Participants	Units of Service**
Information and Assistance (I&A)*	3,783	7,013
Community Resource Navigator (CRN)	45	59
Crisis Services for the Elderly (CSE)	762	762
Options Counseling	206	272
Medicare Medicaid Assistance Program (MMAP)*	1,357	1,932
Kinship Care Respite Program*	4	4
Diabetes Personal Action Toward Health (PATH)*	57	713
Diabetes PATH Tool Kit and Weekly Phone Call*	3	17
Matter of Balance (MOB)*	92	1,470
Chronic Pain PATH*	14	158
Powerful Tools for Caregivers (PTC)*	24	216
The Savvy Caregiver Program*	8	92
Friendly Reassurance*	153	3,876
Outreach*	6,664	310
Project Choices*	1,831	4,141,735
MI Choice I Medicaid Waiver	1,132	3,751,620
Other Participants Receiving Supports Coordination	553	8,172
Case Coordination	384	140,979
Ingham County Elder Services Millage Case Coordination	194	111,330
Care Management	147	100,546

Nutrition	Participants	Units of Service**
Congregate Dining Sites*	678	52,622
Home Delivered Meals*	2,181	402,053
Carry Out Meals*	103	6,319
Senior Dine Card*	0	0
Senior Project Fresh*	242	242

*Included in Grand Total 2023

**Units of service vary by program

SERVICE DATA

Contracted Services	Participants	Units of Service**
Information and Assistance* <i>Capital Area Community Services (CACS)</i>	4,062	2,852
Transportation* <i>Retired & Senior Volunteer Program (RSVP) & Clinton Transit</i>	340	1,622
Adult Day Care* <i>Active Living For All, Elizabeth's Place, and Forster Woods</i>	28	6,744
Elder Abuse Prevention* <i>Michigan Elder Justice Initiative</i>	1,980	143
Long Term Care Ombudsman* <i>Michigan Elder Justice Initiative</i>	532	1,771
Legal Services* <i>Legal Services of South-Central Michigan (LSSCM)</i>	938	2,403
Senior Fitness* <i>YMCA of Lansing</i>	199	1,440
Friendly Reassurance* <i>RSVP</i>	212	11,731

	Participants	Units of Service**
TCOA Direct & Access Services Subtotal	13,990	4,157,536
Nutrition Services Subtotal	3,204	461,236
Contracted Services Subtotal	8,291	28,706
Grand Total 2023***	25,485	4,647,478

*Included in Grand Total 2023 **Units of service vary by program ***Grand Total may include duplicate client count.



MILLAGE REPORT - INGHAM COUNTY

The Ingham County Elder Services Millage provided 4,700 low-income older adults residing in Ingham County with services in 2023, with 21% being persons of color. Year three brought needed changes to contract language, scope of services, and administration of the millage. To create even greater flexibility, numbers that were limiting services were also removed from the Scope of Services. For example, in 2022 there was a limit of 50,000 meals for Nutrition. Removing the limit allowed for an increase in meals served. Over 60,000 meals were served to Ingham County seniors in 2023, nearly doubling the amount from the previous year. The table below provides a snapshot of services provided through the millage for the period of January 1, 2023 through December 31, 2023.

Home Repair services gained much attention in 2023, resulting in the restructuring of all Ingham County home repair assistance programs. In 2024, callers requesting these services will be referred to Capital Area Community Services, which will be the centralized application point for all Ingham County home repair assistance programs.

Another major change was the implementation of applications and means testing for crisis services, chore services, and non-covered medical assistance. This necessary change allows TCOA to ensure that we are serving Ingham County seniors who are in greatest need.

Some notable increases in services in 2023 include the number of participants being served by the Case Coordination program. This program provides in-home care for seniors who are assessed to need a low-level of assistance. In 2023, in-home services increased by 58%.

Non-covered medical assistance increased by 75% in 2023 and crisis assistance increased by 52%.

Nutrition Services	Number of Meals	Number of Clients	%+/- 2022
Home-Delivered Meals	56,250	615	-1%
Congregate Dining	4,533	91	-35%

Other Services	Number of Clients	%+/- 2022
Home Repair/Chore	299	44%
Crisis Services	191	52%
Non-Covered Medical (Gap-filling)	248	75%
Information & Assistance/Community Resource Navigator	2,468	-9%
In-Home Services (Personal Care/Respite/Homemaker)	215	58%
Legal Services/Nursing Home Ombudsman	534	2%
Healthy Aging/Wellness	40	N/A
Total Clients Served with Millage Funds	4,701	5%

FINANCIAL REPORT

	Revenue	Expense
General Fund Administration	860,818	741,633
Federal Title III Administrative	179,270	179,270
Federal Title III B Services	451,981	417,197
Federal Title III C1 Nutrition	474,355	464,733
Federal Title III C2 State Home Delivered Meals	1,559,551	1,831,594
Federal Title III C2 Supplemental Nutrition	611,178	432,804
Federal Title III D Services	23,652	23,652
Federal Title III E Services	267,396	222,509
Federal Title VII A Services	11,006	11,006
Federal Title VII Elder Abuse	7,187	7,187
Federal ARPA Title III B Administrative	99,037	99,037
Federal ARPA Title III B Services	189,822	146,697
Federal ARPA Title III E Services	27,028	27,028
Federal ARPA Nutrition Congregate	284,260	284,260
Federal ARPA Nutrition Meals on Wheels	263,945	263,945
Federal ARPA Title III A Ombudsman	3,979	3,979
Federal ARPA Title III D Health Promotion	21,717	21,717
Federal Medicare/Medicaid Assistance Program	100,025	88,472
State Administrative	31,127	31,127
State Alternative Care	137,453	137,453
State Care Management	215,913	261,498
State Respite Care	63,342	63,342
State In-Home Care	663,400	633,400
State Access Services	27,953	27,953
State Merit Award Respite	130,510	130,510
State Aging Network Services	43,590	43,590
State Caregiver Support	15,851	15,851
Home and Community-Based Services Waiver	31,951,295	33,975,017
Evidence-Based Programs	13,749	73,636
Crisis Management	21,305	128,025
Ingham County Elder Services Millage	2,211,463	2,202,105
Total	\$40,963,158	\$42,990,227

SPECIAL FUNDING AND GRANTS

2023 American Rescue Plan Act (ARPA) Funding



2023 Grant Funding		
Organization	Purpose	Amount
Michigan Department of Health and Human Services	Presumptive Eligibility Pilot	\$3,958
Total		\$3,958

FUNDRAISING REPORT

Revenue	
Direct Mail Campaigns	\$55,412
Dinner & Auction	103,743
Golf Outing	53,547
Memorial Contributions	1,313
Raffle	11,120
United Way	292
Interest	3,760
Total Revenue	\$229,187
Fundraising Expenses	
Staff Support	\$45,010
Fundraising Expense (i.e. postage, supplies, printing, etc.)	91,228
Total Fundraising Expense	\$136,238
Program Allocations from Funds Raised	
Total Program Allocations	\$104,971



EVENT SPONSORS

DINNER AND AUCTION (NOVEMBER 2022)

EVENT SPONSOR

JACKSON NATIONAL LIFE INSURANCE
COMPANY® (JACKSON)
RICH'S RESIDENTIAL & HOME CARE
OPTIONS

AUCTION SPONSOR

DART BANK

RAFFLE SPONSOR

DELTA RETIREMENT CENTER

ENTERTAINMENT SPONSOR

PUROCLEAN OF LANSING RESTORATION
SERVICES

MENU SPONSORS

CYPRESS HOME CARE
HOME CARE ALTERNATIVES & LOVING
HANDS HOME CARE AGENCY
MCLAREN GREATER LANSING
MSU FEDERAL CREDIT UNION
SAFE HAVEN ASSISTED LIVING & HAVEN
IS YOUR HOME CARE

TABLE SPONSORS

AIDING HEARTS
ARIA NURSING & REHAB
BY DAWN'S EARLY LIGHT
CASE CREDIT UNION
CATA
CHALGIAN & TRIPP LAW
CITY OF EAST LANSING
DISABILITY NETWORK CAPITAL AREA
IRENE'S FRIENDS
JWR HEALTH SERVICES
LANSING BOARD OF WATER & LIGHT
RED CEDAR LODGE
SHAHEEN CADILLAC
THATCH COMPUTER CONSULTING

CO-TABLE SPONSORS

CLERICAL-TECHNICAL UNION OF
MICHIGAN STATE UNIVERSITY
FAMILY & ELDER LAW OF MID-MICHIGAN
INGHAM COUNTY MEDICAL
CARE FACILITY
JEFFREY AND SALLY HARROLD
THE PARSONS FAMILY
SENIOR COMMUNITY CARE (PACE)
SHINBERG INSURANCE
VALUED RELATIONSHIPS, INC.

BENEFACTORS

44NORTH
BUHL, LITTLE, LYNWOOD, & HARRIS
GEORGE F. EYDE FAMILY
SUN VALLEY FOODS



EVENT SPONSORS

GOLF OUTING (JUNE 2023)

PLATINUM SPONSOR
JACKSON

GOLF CART PLUS SPONSOR
DART BANK

GOLF CART SPONSOR
SPARROW ADVANTAGE

SILVER PLUS SPONSOR
CYPRESS HOME CARE
INGHAM CO. MEDICAL CARE FACILITY
MCLAREN GREATER LANSING
MICHIGAN FINANCIAL GROUP

SILVER SPONSORS
BY DAWN'S EARLY LIGHT
CHALGIAN & TRIPP LAW
CONSUMERS ENERGY
DBI BUSINESS INTERIORS
HAVEN IS YOUR HOME CARE
KLUG LAW
LANSING BOARD OF WATER & LIGHT
SAFE HAVEN
SHAHEEN CHEVEROLET & YOUR
MICHIGAN CHEVY TEAM

BRONZE SPONSORS
MOM'S MEALS
OASIS SENIOR ADVISORS

SKINS/MULLIGANS SPONSOR
HOME CARE ALTERNATIVES & LOVING
HANDS HOME CARE AGENCY

HOLE TABLE SPONSORS
CAPITAL CITY MARKET MEIJER
CLERICAL-TECHNICAL UNION OF MSU
INDEPENDENCE VILLAGE OF EAST
LANSING
MEDILODGE CAPITAL AREA
NEWMAN LOFTS
SPARROW SPECIALTY HOSPITAL

HOLE SIGN PLUS SPONSORS
AUTO-OWNERS INSURANCE

HOLE SIGN SPONSORS
44NORTH
A&W RESTAURANTS
CASWELL LAW PLLC
CITY OF LANSING CITY COUNCIL MEMBER
PATRICIA SPITZLEY
FAMILY & ELDER LAW OF MID MICHIGAN
HOSPICE OF LANSING
MAYOTTE GROUP ARCHITECTS
TIM & TRACIE BAISE, TOP FLIGHT
FINANCIAL

BENEFACTOR
SOUTH LANSING BUSINESS ASSOCIATION



VOLUNTEER REPORT

2023 Volunteers = Over 12 full-time employees!

TCOA thanks all of the individuals, businesses, and organizations that supported its mission through volunteerism in FY22. Over 1,100 volunteers empowered individuals to live safely and independently by delivering and serving meals, offering guidance on Medicare options, facilitating health and wellness workshops, and checking-in on local older adults through friendly phone calls. In addition to these efforts, The Dart Bank, Homecare Alternatives, and Jackson National Life Insurance Company® provided significant financial support and offered staff time in planning TCOA's fundraising events. Looking ahead, the invaluable dedication and compassion that TCOA volunteers provide to older adults and adults with disabilities will be essential in expanding TCOA's reach in the community.

Program or Purpose	Number of Volunteers	Hours Served
Evidence-Based Programs	14	343
Events and Fundraising	35	110
Medicare Medicaid Assistance Program (MMAP)	13	1,334
Nutrition Programs	679	22,781
Advisory Council	25	375
Friendly Reassurance Program	23	1,104
Administrative	1	15
Total	790	26,062

2023 VOLUNTEER SPOTLIGHTS

Month	Volunteer Name	Volunteer Affiliation
October 2022	Keith Norris	Medicare Medicaid Assistance Program (MMAP)
November 2022	Spencer Richardson	Senior Proxy Project
December 2022	William Humphrey	Eaton County Meals On Wheels
January 2023	Clifford Pettit	Dining Sites
February 2023	Kathy Waldo	Clinton County Meals On Wheels
March 2023	Nikita Bhangu	MMAP
April 2023	Ian McElfish	Friendly Reassurance
May 2023	Dave Jewison	Clinton County Meals On Wheels
June 2023	Susanne Mannino	MMAP, Advisory Council
July 2023	Robin Barfoot	Greater Lansing Meals On Wheels
August 2023	Senior Proxy Project	Senior Proxy Project
September 2023	MSU Planning Team	Central Kitchen

TCOA PROGRAMS AND SERVICES



CARE OPTIONS

Project Choices offers options for care in the home or a community setting. They work with MI Choice, the Care Management program, or Case Coordination and Supports.

- Caregiver Support offers information, referrals, and classes for caregivers and their families 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.
- MI Choice Program offers an alternative to living in a nursing home for people who meet a 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

- Powerful Tools for Caregivers is a six-week workshop for non-professional caregivers designed to help family caregivers take better care of themselves while caring for a family member or friend.
- The Savvy Caregiver Program is a six-week workshop for non-professional dementia caregivers designed to provide in-depth dementia knowledge, skills, and mastery. The person with dementia cannot live in a 24/7 care facility.

Health and Wellness

- A Matter of Balance: Eight-session workshop for fall prevention.
- Chronic Pain PATH: Six-week workshop for chronic pain management.
- Diabetes PATH: Six-week workshop for diabetes management.
- Enhance® Fitness*
- Fit for Life*
- Walk with Ease: Six-week walking program.

* Administered by local partners, including YMCA of Metro Lansing.

Dementia Caregiver Series is a three-week workshop for professional and non-professional dementia caregivers. This workshop is designed to provide caregivers with basic tools and information about dementia.

Trualta is an online tool that aims to help caregivers with resources and courses on a variety of topics. Trualta can be found at tcoa.trualta.com.

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 with good company and wholesome food, as well as educational and entertaining activities. Although payment is not required, donations for meals are welcome.
 - There are approximately 20 sites throughout the tri-county area.
- Senior Project Fresh provides coupons to qualified seniors to purchase fresh fruits and vegetables at participating Michigan farmers markets from 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 EST with an after-hours 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 ensure their well-being 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 daycare, sports camps, summer classes, and extracurricular activities. TCOA partners with MSU Kinship Care Resource Center which offers support groups, training, etc.
- Michigan Medicare Medicaid Assistance Program counselors help individuals 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 caregiver's 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. Scheduling begins in late January/early February for appointments through April.

BOARDS AND COUNCILS

ADMINISTRATIVE BOARD

The TCOA Administrative Board is a 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.

ADVISORY COUNCIL

The TCOA 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.

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.

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.

MILLAGE ADVISORY COMMITTEE

The TCOA Millage Advisory Committee is a group of committed senior citizens who meet quarterly to provide TCOA administration with voices from the community that help inform decisions affecting the Millage. The Committee's role includes providing input on the trends and needs in the community and advising on potential policies related to millage services.

2023 CONSORTIUM BOARD

CITY OF LANSING
RYAN KOST
LUCIANNA SOLIS
(FOR MAYOR SCHOR)
PATRICIA SPITZLEY
(CHAIR)
CHRIS SWOPE

CITY OF EAST
LANSING
NOEL GARCIA, JR.
(FOR MAYOR BACON)

CLINTON COUNTY
JOHN ANDREWS
DWIGHT WASHINGTON

EATON COUNTY
MARK MUDRY
BLAKE MULDER
JEANNE
PEARL-WRIGHT

INGHAM COUNTY
IRENE CAHILL
(VICE CHAIR)
BOB PEÑA
MONICA SCHAFER

2023 ADVISORY COUNCIL

CLINTON COUNTY
THOMAS NOBACH
MADELYN "ARCHI" TOMCZYK
(SECOND VICE PRESIDENT)

EATON COUNTY
SUSAN HOFFMAN (PRESIDENT)
BARBARA SMITH
RUTH PEARSON

INGHAM COUNTY
SUSAN COCKERILL
GLORIA KOVNOT
LUCY MAILLETTE

2023 ADVISORY COUNCIL, CONT.

CITY OF EAST LANSING
MARK MEADOWS

CITY OF LANSING
ANITA TURNER
RAHEEMA MUHAMMAD
LASANDRA JONES
SUSANNE MANNINO

COMMUNITY MENTAL HEALTH
OLDER ADULT SERVICES
TONYA RANDALL

DISABILITY NETWORK CAPITAL AREA
PHIL KOZACHIK

INGHAM/EATON COUNTY DHS
KELLY NEVE
(CORRESPONDING SECRETARY)

TRI-COUNTY NUTRITION COUNCIL
BARBARA SMITH (EATON COUNTY)

SOCIAL SECURITY ADMINISTRATION
ROBYN FORD/REGINA ROBINSON

MICHIGAN VETERANS AFFAIRS AGENCY
CHELSEA RIDER

WIND BENEATH YOUR WINGS
MEGHAN PINEDA

MAPLEWOOD AFC
RAUL PRESAS

MICHIGAN STATE UNIVERSITY
SCHOOL OF PLANNING, DESIGN
AND CONSTRUCTION
ZEENAT KOTVAL-KARAMCHANDANI

LEGAL SERVICES OF
SOUTH-CENTRAL MICHIGAN
JESSICA MAAS

HOSPICE OF LANSING
HEATHER FEBRES-CORDERO
(FIRST VICE PRESIDENT)

CAPITAL AREA HOUSING PARTNERSHIP
EMMA HENRY

CLIENT STORY: LESLIE



Leslie moved to Lansing in 2019 from the Upper Peninsula (UP), Michigan. Her situation was challenging, and she relied heavily on her moving company to help her move down to Lansing as she was still recovering from surgery. Leslie explained that the movers put her things down without thinking, wherever space was available. This resulted in a chaotic and full home. Leslie compared it to a hoarding situation leaving her overwhelmed, depressed, embarrassed, and unable to do anything to fix this situation. Leslie does not have any family within the area, so she relied on

institutions such as TCOA. She was initially put on the waiting list at TCOA until a slot opened. Leslie is now part of TCOA's Case Coordination program. Through Case Coordination Leslie is able to get help within her home ten hours a week, such as with cleaning and yard work. Now her home is orderly and clean. Leslie reports that she is more motivated to keep on top of things and is no longer ashamed of her home or depressed. She has started taking interest in herself again through her appearance and regularly going to her physical therapy. Leslie explained that TCOA was able to help her maintain her independence by providing this service that allows her home to remain clean and organized. In Leslie's words, "I really appreciate the service. I wouldn't be able to stay in my home without TCOA's help. TCOA makes it possible to feel that the community cares."

"... I wouldn't be able to stay in my home without TCOA's help. TCOA makes it possible to feel that the community cares."

Tri-County Office on Aging (TCOA) 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 their 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 tcoa.org.

TCOA is devoted to attracting and retaining a diverse staff that is representative of our community and the clients we serve. TCOA is dedicated to creating and maintaining a work environment that is inclusive, equitable and welcoming to all.



TRI-COUNTY OFFICE ON AGING
5303 S. CEDAR ST., BLDG. 1
LANSING, MI 48911

PHONE: 517-887-1440
TOLL-FREE: 800-405-9141
FAX: 517-887-8071
WEBSITE: WWW.TCOA.ORG
HOURS: 8:00 A.M. TO 5:00 P.M.
MONDAY THROUGH FRIDAY

