

# ANNUAL REPORT

October 1, 2023 – September 30, 2024

Tri-County Office on Aging



Serving Clinton, Eaton and  
Ingham Counties

2024

# IN 2024, TCOA CELEBRATED THE 50<sup>TH</sup> ANNIVERSARY OF PROMOTING AND PRESERVING INDEPENDENCE AND DIGNITY



Pictured above are various historical images

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# 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 most recent Census Bureau American Community Survey, the older adult population represents 23% of the total tri-county population. In the TCOA service area, an estimated 75% are White, 8% are Black or African American, 0.3% are American Indian and Alaska Native, 5% are Asian, 0.05% are Native Hawaiian and other Pacific Islander, 2% are some other race, and 8% are Hispanic or Latino (of any race).

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# EXECUTIVE DIRECTOR'S MESSAGE

For 50 years, TCOA has been a cornerstone of support, serving as the trusted, go-to agency for individuals seeking person-centered services, resources, and information. Through meaningful partnerships with agencies and service providers, we touched the lives of over 28,500 older adults, adults with disabilities, caregivers, and support networks in FY 2024—empowering them with the care and connections they need to thrive.

I would like to begin by offering my heartfelt gratitude to the TCOA staff for their unwavering dedication and tireless commitment to improving the lives of older adults and adults with disabilities in our communities. Their compassion, hard work, and relentless pursuit of excellence make a profound difference every day, and it is through those efforts that we are able to uplift and empower those who need it most. Thank you for your exceptional service and for being the driving force behind our mission.

In FY 2024, the programs under Project Choices served more participants than in previous years (2% increase) with person-centered in-home services. While the demand for these critical services remains high, with waiting lists continuing, we are encouraged by a 4% decrease in the number of individuals waiting compared to the previous year. This progress, though modest, reflects our ongoing commitment to expanding access and ensuring that more people receive the care and support they deserve.

Over the years, TCOA Nutrition Programs have evolved to better meet the growing needs of our communities. At the end of FY 2023, Carry Out Meal service was added, which has seen a remarkable 219% increase in participants.

While participation in the Congregate Dining and Home Delivered Meal programs has declined—partly due to a waitlist in Eaton County—we remain committed to ensuring that individuals continue to receive the vital nutrition they need. Additionally, as the Lead Agency for Senior Project Fresh in Ingham County, TCOA distributed fresh food coupons to 285 seniors in FY 2024, helping them access healthy, locally grown produce and enhance their well-being.

FY 2024 was a year of significant growth and success for our evidence-based health, wellness, and caregiving programs. TCOA offered 37 workshop series, engaging over 400 participants, with an impressive 82% increase in series completers compared to the previous year and a high retention rate of 89%. Caregiver-focused workshops saw a remarkable 320% increase in enrollees, driven in part by the introduction of the Dementia Caregiver Series. Additionally, our continued partnership with Trualta enabled us to provide caregivers with a self-paced, interactive eLearning tool, which saw 259 registered users by the end of the fiscal year, including 90 new users.

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The Medicare Medicaid Assistance Program (MMA) provides confidential, client centered non-biased Medicare and Medicaid counseling to beneficiaries aging into Medicare at age 65, as well as individuals who are Medicare eligible based on a disability determined by the Social Security Administration. In FY 2024, MMA counselors provided 745 in-person appointments, 1,040 phone appointments as well as 31 client appointments via ZOOM and TEAMS. We met with 1,428 unduplicated clients.

TCOA outreach staff connected with 13,900 community members and partners, and Information and Assistance Specialists provided information on a wide range of topics to over 4,200 older adults, caregivers, persons with disabilities, and their support circles (13% increase). Additionally, the Long-Term Care Collaborative (LTCC) members have begun exploring opportunities to bring a recuperative shelter to the community.

TCOA made significant strides in improving access to services for Michigan's diverse communities, including people of color, immigrants, and LGBTQ+ individuals. Key initiatives include adding an LGBTQ+ Resource page to the TCOA website, conducting targeted volunteer recruitment within the Spanish-speaking community, and earning the 2024/2025 LGBTQ+ Affirming credential from MiGen. Additionally, TCOA's MMA program partnered with the Newcomer Refugee Development Center to offer on-site counseling twice a month, ensuring that refugees and newcomers have the support they need to navigate Medicare. These efforts reflect TCOA's ongoing commitment to inclusivity, equity, and accessible services for all.

Contracted services experienced a 55% decrease in participants due to program changes, an increase in complexity of cases, or a lack of new participants.

TCOA has provided services for four years through the Ingham County Elder Services Millage. Since its beginning in 2021, the millage has served Ingham County seniors with over 17,000 critical services. Some of the services provided include Home Delivered Meals, Congregate Dining, In-Home Services, Home Repairs, Crisis Services and Legal Services. On August 6, 2024, over 80% of voters elected to renew the Elder Services Millage for four more years.

In closing, I want to express my gratitude to our dedicated volunteers and partners for their unwavering support of TCOA programs and services. Their commitment plays a crucial role in empowering older adults, their families, and caregivers to live with independence, dignity, and the ability to remain in their own homes and communities across Clinton, Eaton, and Ingham counties. Your contributions are the heart of our mission, and together, we are making a lasting impact on the lives of those who need it most.

Thank you for being an essential part of our journey.

Andrea Radel, TCOA Executive Director

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# PROGRAM AND PROJECT OUTCOMES

**28,500**  
tri-county  
residents

TCOA, working in partnership with agencies and service providers across the area, connected with over 28,500 older adults, adults with disabilities, caregivers and support circles. Services and supports were provided to over 14,600 people. TCOA provided outreach to 14,000 tri-county residents and community partners.

**82%**  
Increase

Evidence-based workshops provided directly include Diabetes PATH, Chronic Pain PATH, A Matter of Balance, Walk With Ease, Powerful Tools for Caregivers, The Savvy Caregiver® Program, and an evidence-informed series called Dementia Caregiver Series. TCOA offered 37 workshop series to 404 enrollees. The number of series completers increased 82% from last fiscal year.

**219%**  
Increase

The Carry-Out Meal program, new as of FY 2023, experienced a 219% increase in participants. Carry-Out Meals may be provided via shelf-stable, pick up, carry-out, drive-through or similar method. These meals serve those who may not qualify for traditional Home-Delivered Meals and may be unable to or choose not to participate in traditional congregate dining.

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# PROGRAM AND PROJECT OUTCOMES

over  
**1,400**  
beneficiaries

The Medicare Medicaid Assistance Program (MMAAP) secured six new volunteers in FY 2024. MMAAP Counselors provided services to over 1,400 beneficiaries. That is a 5% increase from last year.

Counselors help individuals to understand and enroll in Medicare & Medicaid.

**29%**  
Increase

Options Counseling is an interactive process, directed by the participant, to fully discuss and explore choices, opportunities, and resources with people of all ages and incomes seeking long term supports and services to address their personal, service and support needs. Options Counseling experienced a 29% increase in FY 2024.

**27%**  
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 27% of participants served through TCOA.

# SERVICE DATA

TCOA Direct & Access Services	Participants	Units of Service**
Information and Assistance (I&A)*	4,288	6,890
Community Resource Navigator (CRN)	60	97
Crisis Services (CS)	696	696
Options Counseling	266	239
Medicare Medicaid Assistance Program (MMAP)*	1,428	1,904
Kinship Care Respite Program*	20	143
Diabetes Personal Action Toward Health (PATH)*	35	325
Diabetes PATH Tool Kit and Weekly Phone Call*	0	0
Matter of Balance (MOB)*	123	1,614
Chronic Pain PATH*	24	236
Walk With Ease*	54	54
Powerful Tools for Caregivers (PTC)*	43	584
The Savvy Caregiver® Program*	35	344
Dementia Caregiver Series*	90	411
Friendly Reassurance*	128	1,767
Outreach*	13,903	436
Project Choices*	1,871	4,574,727
MI Choice I Medicaid Waiver	1,174	4,080,850
Other Participants Receiving Supports Coordination	533	10,817
Case Coordination	407	349,123
Ingham County Elder Services Millage Case Coordination	196	175,094
Care Management	167	133,937

\*Included in Grand Total 2024 \*\*Units of service vary by program

# SERVICE DATA

Nutrition	Participants	Units of Service**
Congregate Dining Sites*	429	43,916
Home-Delivered Meals*	1,766	337,830
Carry-Out Meals*	329	23,627
Senior Dine Card* (on hold in 2024)	0	0
Senior Project Fresh*	285	285

Contracted Services	Participants	Units of Service**
Information and Assistance* <i>Capital Area Community Services (CACS)</i>	1,877	4,469
Transportation* <i>Retired &amp; Senior Volunteer Program (RSVP) &amp; Clinton Transit</i>	317	1,775
Adult Day Care* <i>Active Living For All, Elizabeth's Place, and Forster Woods</i>	42	8,366
Elder Abuse Prevention* <i>Michigan Elder Justice Initiative</i>	53	91
Long Term Care Ombudsman* <i>Michigan Elder Justice Initiative</i>	584	1,120
Legal Services* <i>Legal Services of South-Central Michigan (LSSCM)</i>	649	1,797
Senior Fitness* <i>YMCA of Lansing</i>	268	1,490
Friendly Reassurance* <i>RSVP</i>	178	12,077

Totals***	Participants	Units of Service**
TCOA Direct & Access Services Subtotal	22,042	4,589,435
Nutrition Services Subtotal	2,541	405,658
Contracted Services Subtotal	3,968	31,185
<b>Grand Total 2024</b>	<b>28,551</b>	<b>5,026,278</b>

\*Included in Grand Total 2024 \*\*Units of service vary by program \*\*\*Totals may include duplicates

# MILLAGE REPORT - INGHAM COUNTY

In 2024, the Ingham County Elder Services Millage supported essential services for 5,137 older adults residing in Ingham County, reflecting an overall increase from 2023.

The number of millage-funded home-delivered and congregate dining meals and participants increased significantly. Thanks to the financial support of the Elder Services Millage, Ingham County continued to avoid a waiting list for home-delivered meals.

In 2024, 176 low-income older adults in Ingham County received assistance with crisis, chore, and non-covered medical services. The implementation of an application process helped prioritize those with the greatest financial need. Collaboration with community partner agencies remains essential to the successful and efficient delivery of services, especially for crisis-related assistance.

Ten home repair projects, authorized in 2023, were completed during 2024. These projects are managed by Capital Area Housing Partnership.

Community and Senior Centers serving Ingham County seniors can now apply for Healthy Aging and Wellness Grants, funded by the Ingham County Elder Services Millage. These mini grants support programs that promote socialization and help prevent isolation, depression, and the worsening of chronic conditions. In 2024, MSU AgeAlive, Sam Corey Senior Center, and the City of East Lansing Prime Time Seniors Program were grant recipients. Funded activities included “Healthy Nutrition in Aging: Tastes and Togetherness,” featuring a live cooking demonstration by MSU Executive Chef Rajeev Patgaonkar, and group transportation for a trip to Frankenmuth, providing seniors with opportunities to engage, connect, and improve their well-being.

Outreach efforts expanded in 2024. Presentations help raise awareness of the services available to older adults and empower community partners to apply for grants and to share information within their own networks and membership. Additionally, a brochure outlining millage services is being distributed throughout the community. Strengthening outreach and increasing community awareness will remain a priority in 2025.

Nutrition Services	Number of Meals	Number of Clients
Home-Delivered Meals	102,003	1,222
Congregate Dining	5,688	62

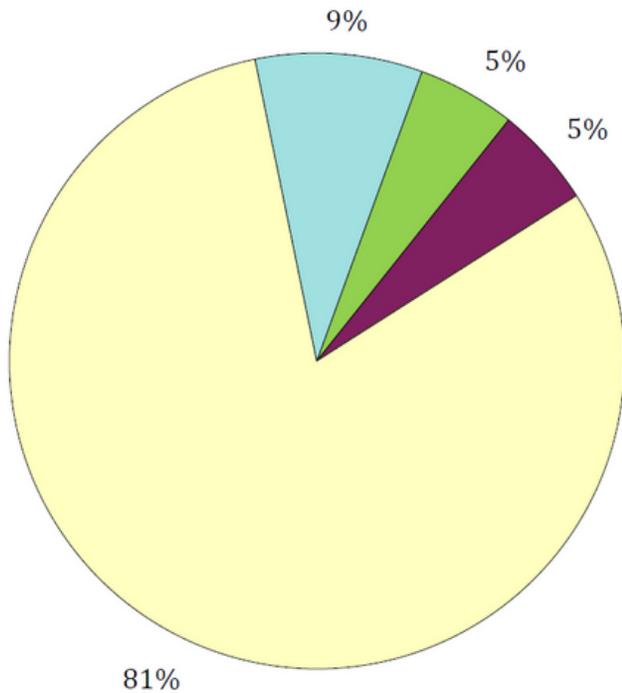
Other Services	Number of Clients
Home Repair*	10
Chore Services	37
Crisis Services	80
Non-Covered Medical (Gap-filling)	59
Information & Assistance/Community Resource Navigator	2,626
In-Home Services (Personal Care/Respite/Homemaker)	200
Legal Services/Nursing Home Ombudsman	666
Healthy Aging/Wellness	175
<b>Total Clients Served with Millage Funds</b>	<b>5,137</b>

# FINANCIAL REPORT

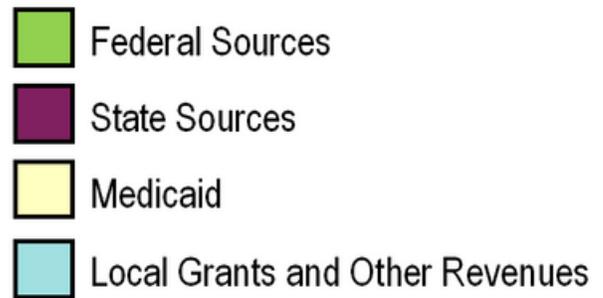
	Revenue	Expense
General Fund Administration	\$1,062,206	\$804,970
Federal Title III Administrative	179,458	179,458
Federal Title III B Services	402,247	402,247
Federal Title III C1 Nutrition	296,425	318,474
Federal Title III C2 State Home Delivered Meals	1,239,183	1,643,371
Federal Title III C2 Supplemental Nutrition	834,529	834,529
Federal Title III D Services	19,427	19,427
Federal Title III E Services	124,808	124,808
Federal Title VII A Services	3,246	3,246
Federal Title VII Elder Abuse	7,611	7,611
Federal ARPA Title III B Administrative	106,811	106,811
Federal ARPA Title III B Services	342,883	342,883
Federal ARPA Title III E Services	161,418	161,418
Federal ARPA Nutrition Congregate	70,837	70,837
Federal ARPA Nutrition Meals on Wheels	266,532	266,532
Federal ARPA Title III A Ombudsman	7,718	7,718
Federal ARPA Title III D Health Promotion	33,053	33,053
Federal Medicare/Medicaid Assistance Program	78,130	65,562
State Administrative	31,244	31,244
State Alternative Care	142,137	142,137
State Care Management	290,941	290,941
State Respite Care	166,366	166,366
State In-Home Care	757,829	757,829
State Access Services	28,842	28,842
State Merit Award Respite	130,287	130,287
State Aging Network Services	44,977	44,977
State Caregiver Support	15,777	15,777
Home and Community-Based Services Waiver	37,992,196	38,847,927
Evidence-Based Programs	107,337	107,337
Crisis Management	154,472	154,472
Ingham County Elder Services Millage	2,908,494	3,031,777
<b>Total</b>	<b>\$48,007,421</b>	<b>\$49,142,868</b>

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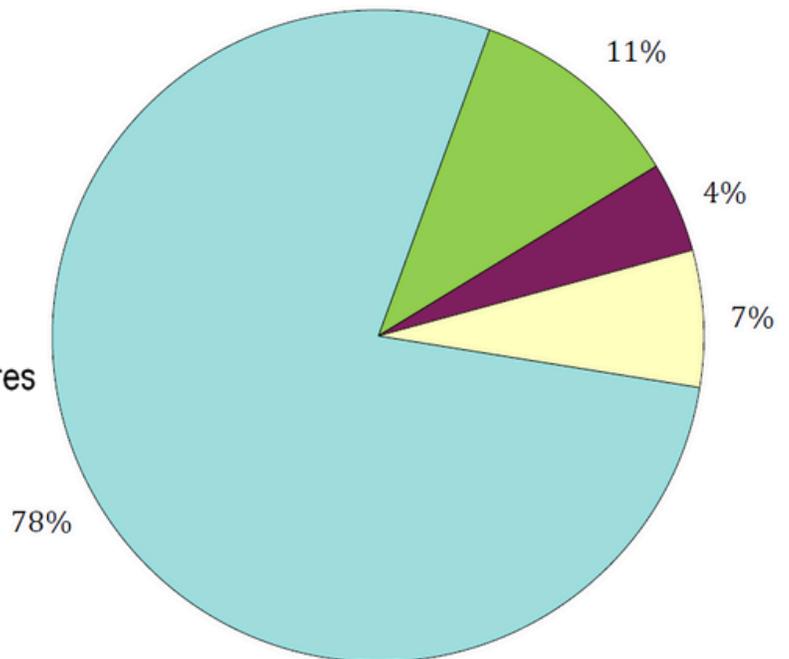
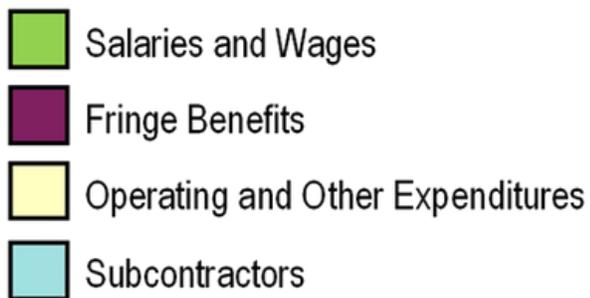
# FINANCIAL REPORT



## REVENUES



## EXPENDITURES



# FUNDRAISING REPORT

Revenue	
Direct Mail Campaigns	\$60,918
Dinner & Auction	80,086
Golf Outing	50,784
Memorial Contributions	300
Raffles	6,620
Interest	6,155
<b>Total Revenue</b>	<b>\$204,863</b>
Fundraising Expenses	
Staff Support	\$46,404
Fundraising Expense (i.e. postage, supplies, printing, etc.)	58,063
<b>Total Fundraising Expense</b>	<b>\$104,467</b>
Program Allocations from Funds Raised*	
<b>Total Program Allocations</b>	<b>\$244,584</b>

\*Program allocations are based on the previous year's fundraising activities



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# EVENT SPONSORS

## DINNER AND AUCTION (NOVEMBER 2023)

### EVENT SPONSOR

JACKSON NATIONAL LIFE INSURANCE  
COMPANY® (JACKSON)

### AUCTION SPONSOR

DART BANK

### RAFFLE SPONSOR

DELTA RETIREMENT CENTER

### ENTERTAINMENT SPONSOR

SPARROW ADVANTAGE  
SPARROW SPECIALTY HOSPITAL  
BY DAWN'S EARLY LIGHT HOME CARE

### MENU SPONSORS

CYPRESS HOME CARE  
HOME CARE ALTERNATIVES & LOVING  
HANDS HOME CARE AGENCY  
MCLAREN HEALTH PLAN  
MSU FEDERAL CREDIT UNION

### TABLE SPONSORS

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CASE CREDIT UNION  
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CHALGIAN & TRIPP LAW  
CITY OF EAST LANSING  
HAVEN IS YOUR HOME CARE  
IRENE'S FRIENDS  
JWR HEALTH SERVICES  
LANSING BOARD OF WATER & LIGHT  
SAFE HAVEN  
SUN VALLEY FOODS  
THATCH COMPUTER CONSULTING

### CO-TABLE SPONSORS

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BEV'S SCHNAPPS SHOPPE & MARY  
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CLERICAL-TECHNICAL UNION OF  
MICHIGAN STATE UNIVERSITY  
INGHAM COUNTY MEDICAL  
CARE FACILITY  
JEFFREY & SALLY HARROLD  
NATIONAL HOME CARE SERVICE  
OASIS SENIOR ADVISORS  
PACE (SENIOR COMMUNITY CARE)  
SHINBERG INSURANCE  
VALUED RELATIONSHIPS, INC.  
YMCA OF METROPOLITAN LANSING

### BENEFACTORS

44NORTH  
BRIAN & NANCY KELLY  
BUHL, LITTLE, LYWOOD, & HARRIS  
CASWELL LAW PLLC  
ELLEN & MARK SULLIVAN  
FAMILY & ELDER LAW OF MID-MICHIGAN  
JIM & DARCY GREENE  
OLIVER PACKAGING & EQUIPMENT  
TOM & MARY HERDT  
YMCA OF METROPOLITAN LANSING



# EVENT SPONSORS

## GOLF OUTING (JUNE 2024)

### PLATINUM SPONSOR

JACKSON

### GOLF CART PLUS SPONSOR

SPARROW ADVANTAGE (PHYSICIANS  
HEALTH PLAN)

### HOSPITALITY CART SPONSOR

DART BANK

### GOLF CART SPONSOR

MCLAREN GREATER LANSING  
HOME CARE ALTERNATIVES AND LOVING  
HANDS HOME CARE

### SILVER PLUS SPONSOR

FORSTER WOODS ADULT DAY CENTER

### SILVER SPONSORS

ARIA NURSING & REHAB  
CATA

CHALGIAN & TRIPP LAW  
CONSUMERS ENERGY  
CYPRESS HOME CARE

DBI BUSINESS INTERIORS

INGHAM COUNTY MEDICAL CARE  
FACILITY

LANSING BOARD OF WATER & LIGHT  
TWO MEN & A TRUCK

### BRONZE SPONSORS

STAAR ALERT

### HOLE TABLE SPONSORS

AUTO-OWNERS INSURANCE

BROOKDALE MERIDIAN

BURCHAM HILLS

CATA EATRAN

CAPITAL CITY MARKET MEIJER

COMPASSUS

MARY FREE BED REHABILITATION

MSUFCU

SHAHEEN CHEVROLET & YOUR MICHIGAN  
CHEVY TEAM

SPARROW SPECIALTY HOSPITAL

### HOLE SIGN SPONSORS

A&W RESTAURANTS

CASWELL LAW PLLC

CLERICAL-TECHNICAL UNION OF  
MICHIGAN STATE UNIVERSITY

NEWMAN LOFTS

THE COURTYARD AT DELTA

### BENEFACTOR

CLERICAL-TECHNICAL UNION OF  
MICHIGAN STATE UNIVERSITY

GREATER LANSING CARE FOUNDATION

MARK MUDRY



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# VOLUNTEER REPORT

**2024** = **9 Full-time employees**  
**Volunteers** = **or**  
**\$676,700 of donated time**

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TCOA thanks all of the individuals, businesses, and organizations that supported its mission through volunteerism in FY24. Over 650 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.

<b>Program or Purpose</b>	<b>Number of Volunteers</b>	<b>Hours Served</b>
Evidence-Based Programs	13	302
Events and Fundraising	51	164
Medicare Medicaid Assistance Program (MMAP)	20	1,758
Nutrition Programs	529	16,638
Advisory Council	22	168
Friendly Reassurance Program	20	422
<b>Total</b>	<b>655</b>	<b>19,451</b>

# 2024 VOLUNTEER SPOTLIGHTS

Month	Volunteer Name	Volunteer Affiliation
October 2023	Nola Reed	Dining Sites
November 2023	Susan Williams	Evidence-based Programs
December 2023	Mary Herdt	Friendly Reassurance
January 2024	Betty Lowe	Eaton County Meals on Wheels (MOW)
February 2024	Sharon Plavnick	Medicare Medicaid Assistance Program (MMAP)
March 2024	Beryl Frenger	Rural Ingham MOW
April 2024	Nancy and Marv	Clinton County MOW
May 2024	Heather Morgan	Dining Site: Friendship Manor
June 2024	All Agency Volunteers	All
July 2024	Jane	Dining Site: Grange Acres
August 2024	Kevin	Dining Site: Grange Acres
September 2024	Mike Pohnl	MMAP

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# 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\*
- Walk with Ease: Six-week walking program.

\* Administered by local partner 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](http://tcoa.trualta.com).

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## 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 14 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 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 on-call staff available after-hours.
- Information & Assistance Specialists provide information on topics of importance to older adults, persons with disabilities, and their caregivers such as financial eligibility for programs, in-home services, housing options, 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.
- State Health Insurance Assistance Program (formerly known as 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.

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# 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 Ingham County Elder Persons 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.

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## 2024 CONSORTIUM BOARD

CITY OF LANSING  
**JEFFREY BROWN**  
**RYAN KOST**  
**LUCIANNA SOLIS**  
**(FOR MAYOR SCHOR)**  
**CHRIS SWOPE**

CITY OF EAST  
LANSING  
**MARK MEADOWS (FOR**  
**MAYOR BROOKOVER-**  
**VICE CHAIR)**

CLINTON COUNTY  
**JOHN ANDREWS**  
**DWIGHT WASHINGTON**

EATON COUNTY  
**MARK MUDRY**  
**BLAKE MULDER**  
**JEANNE**  
**PEARL-WRIGHT**

INGHAM COUNTY  
**IRENE CAHILL**  
**(CHAIR)**  
**BOB PEÑA**  
**MONICA SCHAFFER**

## 2024 ADVISORY COUNCIL

CLINTON COUNTY  
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**MADelyn "ARCHI" TOMCZYK**  
**(SECOND VICE PRESIDENT)**

EATON COUNTY  
**SUSAN HOFFMAN**  
**RUTH PEARSON**

INGHAM COUNTY  
**SUSAN COCKERILL**  
**GLORIA KOVNOT (PRESIDENT)**  
**LUCY MAILLETTE**

## 2024 ADVISORY COUNCIL, CONT.

CITY OF EAST LANSING  
**KATHY BOUCHARD-WYANT**

CITY OF LANSING  
**LASANDRA JONES**  
**SUSANNE MANNINO**  
**RAHEEMA MUHAMMAD**  
**ANITA TURNER (FIRST VICE PRESIDENT)**

**COMMUNITY MENTAL HEALTH**  
**OLDER ADULT SERVICES**  
**TONYA RANDALL**

**DISABILITY NETWORK CAPITAL AREA**  
**DOREEN PATINO**

**INGHAM/EATON COUNTY DHS**  
**KELLY NEVE**

**TRI-COUNTY NUTRITION COUNCIL**

**SOCIAL SECURITY ADMINISTRATION**  
**ROBYN FORD**

**MICHIGAN VETERANS AFFAIRS AGENCY**  
**STEVE MCCARTNEY**

**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**  
**NANCY KAPP**

**CAPITAL AREA HOUSING PARTNERSHIP**  
**JEN ZATKIN**

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# ADVOCACY AND ENGAGEMENT

Tri-County Office on Aging (TCOA) added a third representative on the Michigan Senior Advocates Council (MSAC) and added a second representative on the Senior Advisory Council (SAC) in Fiscal Year 2024.

TCOA staff and MSAC delegates attended the USAging Aging Policy Briefing in Washington, DC in March 2024. This serves as an opportunity for aging advocates and stakeholders across the country to get the latest breaking news in policy developments and to meet with Representatives and Senators in Washington.

Several TCOA staff serve on the Older Michiganians Day Steering Committee and Subcommittees. Statewide advocacy topics included strengthening and supporting the Long-Term Care Ombudsman Program by funding 33 new full-time positions and updating the funding formula, expanding access to MI Choice by raising the capitation rates, increasing access to home and community-based services by increasing the budget for in-home and nutrition services, and supporting family and informal caregivers by permanently supporting Caregiver Resource Centers.

2024 advocacy resulted in a \$3 million permanent increase in the MDHHS budget to support the Long-Term Care Ombudsman Program.

Locally, the housing crisis in the Greater Lansing area continues. TCOA collaborates with multiple housing groups, including local Continuum of Care meetings.



TCOA Staff in Washington D.C. at the USAging Policy Briefing

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# CLIENT STORY: JOSE



Jose is a recent widower who has been going through a lot. He doesn't leave the house much and doesn't talk to his friends like he used to. On top of all that, Jose finds himself strapped financially at times, and he doesn't feel comfortable talking to anyone about his personal finances. One of the things Jose struggles with recently is eating. He and his wife used to shop and cook together; and now he's having a hard time finding the motivation to take care of himself. When Jose's friends visited after a bit, they

knew right away that Jose needed some care, connection, community, and most importantly: some good food. Jose's friends told him about Tri-County Offices on Aging and the Meals on Wheels and Congregate Meal Program. Jose has since signed up for meals through TCOA and decided to attend lunch at his local Senior Dining Site. He's now a regular attendee and feels a more consistent rhythm to his days in his new era, and that consistency has been reassuring and healing. Since then, Jose has also attended several TCOA health and wellness programs including the Diabetes Personal Action Toward Health (PATH) and received help from the MMAP program to better understand his Medicare Coverage Options. Jose now feels able to make choices to stay social, healthy, and take control of his medical coverage. Jose is empowered to age where he is safe and his life is fulfilling.

**“Jose is empowered to age where he is safe and his life is fulfilling.”**

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](http://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**

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

