



2012 ANNUAL REPORT TO THE COMMUNITY

“What a blessing the Grand Traverse Commission on
Aging is to seniors in this area!”

“...I am so grateful.”

“Your organization probably saved my life.”

2013 GRAND TRAVERSE COUNTY BOARD OF COMMISSIONERS

Herbert Lemcool, Chair
Addison (Sonny) Wheelock,
Vice-Chair

Larry Inman
Dr. Dan Lathrop
Christine Maxbauer
Charlie Renny
Richard F. Thomas

2013 GRAND TRAVERSE COUNTY COMMISSION ON AGING BOARD MEMBERS

OFFICERS

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Larry Inman, County Commissioner
Al Pedwaydon
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“Thank you for what you have done for me.

The two young women who come to my home
are a joy and delight and really make my day.

Karen R. makes me feel special and Shaye spends
time to chat for awhile. I know they are busy and
I appreciate the time and what they do for me.”



MISSION STATEMENT

The mission of the Grand Traverse County Commission on Aging is to offer home and community based services to maintain and improve the quality of life for resident senior citizens

VISION STATEMENT

The Grand Traverse County Commission on Aging will continue to be an organization widely recognized and highly regarded in the community, funded by the citizens of Grand Traverse County (millage), fees, and endowment funding. This will be achieved by providing and supporting services that will help maintain a high quality of life for resident senior citizens and enable them to remain in their homes, and active in the community.

The Commission on Aging will promote wellness and provide health education to resident senior citizens and will be a leader in Grand Traverse County, providing services, activities, information and referrals.

ABOUT THE COMMISSION ON AGING

- The Commission on Aging was organized in 1975.
- Our main goal is to provide services that help senior citizens remain living safely at home and to provide recreational and educational opportunities for senior citizen residents.
- For the safety of our clients, all staff are fingerprinted, drug tested and have local and Department of Human Services background checks before hiring. An annual background check is also performed on all staff members.
- In 2011, the Traverse City Senior Center merged with the Commission on Aging and the development of a senior center network was initiated. At the end of 2012, there were five senior centers located throughout Grand Traverse County.
- The Traverse City Senior Center offers educational and recreational programming, as well as a daily nutritional meal.
- Family members and other caregivers benefit from Commission on Aging service coordination and information provided.
- The Commission on Aging works closely with other organizations to provide quality and coordinated care.
- The Commission on Aging is governed by a thirteen-member volunteer board, the majority of whom are senior citizens 60 years of age or older. All members are appointed by the Grand Traverse County Board of Commissioners.
- The Commission on Aging is funded, almost solely, by two small local millages (0.5 mills In-Home Services, 0.1 mill Senior Center Network).
- The Commission on Aging is a tax-exempt organization.
- The Commission on Aging has an endowment fund that was established with the Grand Traverse Regional Community Foundation in 1999.

*“Thank you
for sending Christine
our way. No words
can express what she
means to us.”*



Georgia Durga, GTCOA Director

Dear Taxpayers, Friends, and Supporters of the Commission on Aging,

In 2012, the Commission on Aging was presented with several challenges, including a reduction in millage revenue due to falling property values. Millage revenue made up 82.4% of the COA's annual budget. The Commission on Aging board worked diligently to prepare projections used to determine the effect of reduced revenue on the organization. In addition, board and staff members identified and implemented cost-cutting measures that assured minimal impact to our clients. In the end, one service, clinic foot care, was eliminated, in part, because it was a duplication of a service available and affordable to senior citizens through local podiatrists and physicians. This was a difficult decision for the Commission on Aging board but one they felt was necessary.

On a lighter note, the Senior Center Network continues to grow. Two new satellite senior centers were added in 2012—one in Acme, at Hope Village, and one at Fife Lake, which was already in operation thanks to the support of local citizens. Membership at all senior centers continues to grow as more programs and social activities are added. The Interlochen and Kingsley Centers are very active thanks to

the help of both staff and volunteers at each of those locations. All Centers have received much support from their local communities.

The Commission on Aging could not do all the work we do without the help of our many wonderful volunteers. In 2012, volunteers provided over 11,000 hours of service to our organization. Volunteers do everything from answering the telephone and greeting the public at the senior centers, to processing bills and serving as board members. Each volunteer makes a big difference to the Commission on Aging and to our clients. We thank each and every one of them for their many contributions.

And finally, I could not close without thanking the taxpayers of Grand Traverse County for your support. It is greatly appreciated.

Georgia Durga
Director

COMMISSION ON AGING 2012 ACCOMPLISHMENTS

TRANSPORTATION ASSISTANCE

Due to the generous donation of an anonymous donor in 2011, the Commission on Aging was able to continue to provide transportation assistance to low income senior citizens in 2012. Reduced rate BATA (Bay Area Transportation Authority) bus passes and discount transportation coupons (used to reduce the cost of rides from local taxi cabs, home health care agencies, and other transportation companies) were sold to senior citizens needing rides to doctor offices, grocery shopping, etc.

FUNDING TO COMMUNITY ORGANIZATIONS

The Commission on Aging awarded \$ 32,400 in millage funds to community organizations for senior citizen services as follows: Meals on Wheels—\$20,000; Catholic Human Services Senior Companion program—\$10,000; Long Lake Township (Long Lake Senior Center)—\$1,200; Paradise Township (Kingsley Area Retirees)—\$1,200.

SENIOR CENTER NETWORK

The Senior Center Network added two new satellite locations:

Acme Senior Center at Hope Village

Fife Lake Senior Center at the Fife Lake Library

GRANTS

The Commission on Aging received grants, totaling \$26,480, from the Grand Traverse Band, the Oleson Foundation, Home Depot, and the Grand Traverse Regional Community Foundation. Funds were used to build a shed, tables and chairs for the Senior Center Network, shuffleboard court maintenance, and to renovate the In-Home Services office (enclosure to assure confidentiality and added security, replace old/broken furniture).

COMMUNITY ASSISTANCE

The following services were made available to the community:

- AARP Tax preparation, at no charge—331 participants
- AARP Driver Safety Classes—90 participants
- Northwestern Michigan BBQ home-delivered meals—294 meals delivered
- Baskets of Bounty—100 holiday gift packages delivered
- Project Fresh—503 booklets (\$20 value) distributed
- Heating assistance—15 senior citizens received assistance
- Transportation assistance—319 senior citizens received assistance
- Loan closet—180 senior citizens received assistance (shower benches, grab bars, walkers, wheel chairs, bedside commodes, canes)



2013 GRAND TRAVERSE COUNTY Commission on Aging board members are (front row, from left) Susan Castle, Stacey Lee Isles, vice chair; Ralph Soffredine, chair; Michelle Mercer, secretary; Rodetta Harrand, treasurer; and Sandra Busch. Back row: Cyndie Forster, office specialist; Shirley Zerafa, Larry Inman, Grand Traverse County Commissioner; Max Binkley, Karen Renny, Shawn Burt, and Georgia Durga, director. Missing when this photo was taken were board members Christine Maxbauer, Grand Traverse County Commissioner; and Al Pedwaydon.

CLIENTS SERVED IN 2012—In-Home Services

PROGRAM	CLIENTS	HOURS/UNITS OF DIRECT SERVICE
Information & Referrals	13,184	13,184
Homemaker Aide	880	16,058
Home Health Care	180	8,011
Home Chore	943	8,365
Respite Care	94	6,514
Client Assessments	2,240	2,240
Foot Care	179	2,464
Personal Emergency Response Units	701	6,000
Holiday Gift Baskets	100	100
Loan Closet	180	244
Heating Assistance	15	15
Transportation Assistance	319	3,084

2012 TOWNSHIP REPORT—In-Home Services

TOWNSHIP/CITY	CLIENTS SERVED	HOURS OF SERVICE
Acme	76	1,787
Blair	92	2,119
City of Traverse City	515	15,313
East Bay	165	5,303
Fife Lake	37	911
Garfield	659	20,858
Grant	20	913
Green Lake	87	2,363
Long Lake	70	1,887
Mayfield	9	342
Paradise	69	1,455
Peninsula	101	2,696
Union	6	365
Whitewater	26	640
TOTALS	1,932	56,952

CLIENT PROFILE

Total unique clients served—1,932

Average client age—80 years

Average Annual Client Income—
Single - \$ 21,096
Couple - \$30,768

2012 FINANCIAL REPORT—In-Home Services

REVENUE

TOTAL	\$ 2,393,707
Millage	\$ 2,098,693
Charges for Services	\$ 210,163
Fund Balance	\$ 30,602
Contributions & Memorials	\$ 24,846
Local Grants	\$ 17,585
Interest Earned	\$ 8,642
Other (Sales of fixed assets, reimbursements, fund raising)	\$ 3,176

EXPENDITURES

TOTAL	\$ 2,393,707
Personnel Expenses	
Salary and benefits	\$ 1,889,214
Commodities	
Office supplies, printing, baskets of bounty, copying, postage, uniforms, small tools, equipment, gas, oil, other supplies	\$ 70,124
Contractual Services	
Contract services (transportation, wait lists, PERS), auditing, dues, subscriptions, data processing, telephone services, travel, conferences, wait list vouchers,	\$ 236,760
Other Charges	
Advertising, equipment repair, building rent, employee training, utilities (garage), vehicle repairs, insurance, funds to outside agencies (Area Agency on Aging, Senior Centers, Home Delivered Meals, Senior Companion, Project Fresh)	\$ 187,124
Capital Outlay	
Buildings, machinery/equipment, vehicles, office equipment	\$ 10,485

“To all the employees
who make life better
for my Mom,

thank you. ”

2012 FINANCIAL REPORT—Senior Center Network

REVENUE

TOTAL	\$ 497,796
Millage	\$ 411,297
Charges for Services, Sponsorships, Sales, Commissions	\$ 66,709
Fund Balance	\$ 0
Interest Earned	\$ 1,989
Local Grant	\$ 15,000
Contributions & Memorials	\$ 2,721
Other (Sales of fixed assets, United Way, reimbursements)	\$ 80

EXPENDITURES*

TOTAL	\$ 497,796
Personnel Expenses	
Salary and benefits	\$ 154,579
Funds for subsequent years	\$ 126,287
Commodities	
Office supplies, printing, copying, postage, small tools, equipment, other supplies	\$ 44,260
Contractual Services	
Contract services, auditing, dues, subscriptions, data processing, telephone services, travel, conferences	\$ 112,173
Other Charges	
Advertising, equipment repair, building rent, employee training, utilities, insurance, funds to outside agencies (Senior Centers, Project Fresh)	\$ 60,497
Capital Outlay	
Buildings, machinery/equipment, vehicles, office equipment	\$ 0

ANNUAL AUDIT

The Grand Traverse County Commission on Aging is audited annually as part of the Grand Traverse County audit. The audit was conducted by Rehmann Robson for year 2011.

*“Thanks for your
foot care program
and for the lovely
caregivers who
make us and our
feet happy.”*

2013 STAFF MEMBERS

DIRECTOR

Georgia Durga

DEPUTY DIRECTORS

Hollie DeWalt, In-Home Services
Lori Wells, Senior Center Network

SUPERVISORS

Jill C., Program Supervisor
Emily R., RN, Nursing Supervisor

ASSESSMENT AIDE

Shayeanne G., CNA, Assessment
Aide

FOOT CARE NURSE

Nancy I., LPN

HOME CHORE CREW

Curt B.
Norm M.
Dean D.
Kevin J.
Richard R.
Jim M.

MEMBERSHIP

The Commission on Aging was a member of, or participated in the following organizations, events, and programs:

AARP Driver Safety
AARP Tax Preparation
Aging and Disability Resource Center Planning Group
Alzheimer's Memory Walk
Area Agency on Aging Board
BASA Senior Support Team
Bay Area Senior Advocates (BASA)
Bay Area Transportation Authority Local Advisory Board (BATA)
Grand Traverse County Parks & Recreation Network
Interlochen Community Days
Kingsley Days
Michigan Association of Information & Referral Specialists
Michigan Association of Senior Centers
Michigan Directors of Services to the Aging (MDSA)
National Cherry Festival
National Physicians Organization Service Providers Fair
Northwest Michigan Volunteer Administrators Association
Northwestern Michigan College BBQ Board & BBQ
Parkinson's Network North
Parkinson's Summer Forum
Senior Expo (BASA)
The Rock (Kingsley) Fishing Derby

MEMBERS SERVED IN 2012—Senior Center Network

MEMBERSHIPS

New	743
Renewed	1,014
Total	1,757

UNITS OF SERVICE

Acme	259
Fife Lake	341
Interlochen	4,691
Kingsley	3,497
Traverse City	37,413
TOTAL	46,201

EVENT PARTICIPANTS

Acme	190
Fife Lake	288
Interlochen	1,955
Kingsley	1,015
Traverse City	12,380
TOTAL	15,828

INFORMATION & ASSISTANCE

8,182 contacts

2012 TOWNSHIP REPORT—Senior Center Network

TOWNSHIP/CITY	CLIENTS SERVED	HOURS OF SERVICE
Acme	95	1,165
Blair	77	1,666
City of Traverse City	369	7,911
East Bay	194	4,325
Fife Lake	9	549
Garfield	470	9,792
Grant	9	77
Green Lake	131	2,620
Long Lake	120	2,006
Mayfield	15	365
Paradise	53	2,148
Peninsula	187	2,465
Union	2	4
Whitewater	26	466
TOTALS	1,757	35,559

VOLUNTEER CONTRIBUTIONS

In 2012, the Commission on Aging was the recipient of 11,341 hours of volunteer services. At a value of \$20.63 per hour, that was a cost savings to the Commission on Aging of \$233,965.

Services provided included:

- Reception and office duties
- Preparing bills and mailings
- Facilitate Senior Center programs
- Assisting with congregate meals
- Packaging and delivery of holiday Baskets of Bounty
- Board member service
- Packaging and delivery of NMC BBQs
- Senior Center building maintenance/landscaping
- Senior Center programs/entertainment

2013 STAFF MEMBERS

HOME HEALTH AND RESPITE AIDES

Kelly C., CNA
Susan P., CNA
Julie D., CNA
Lisa P., CNA
Karen F., CNA
Dorothy S., CNA
Christine M., CNA
Brenda V., CNA
Liza P., CNA
Rhonda Y., CNA

HOMEMAKER AIDES

Patti B.
Karen R.
Chris C.
Carla S.
Cindy D.
Phyllis W.
Cindy K.
Olivia W.
Tracy M.
Karen Z.
Connie N.
Melissa Z.

IN-HOME SERVICES OFFICE STAFF

Cyndie F., Office Specialist
Marsha J., Office Specialist
Theresa G., Office Clerk
Laura P., Office Clerk

SENIOR CENTER

Brandy H., Senior Center Clerk
Ericca H., Program Coordinator
Sharon N., Outreach Coordinator



*to the Taxpayers of
Grand Traverse County!*

Grand Traverse County Commission on Aging
520 West Front Street, Suite B, Traverse City, MI 49684
In-Home Services 231.922.4688 or toll free 877.686.4688
gtcoa@grandtraverse.org • www.grandtraverse.org
Senior Center Network 231.922.4911
lwells@grandtraverse.org

Our thanks for the very generous check to
help with the furnace and for the very special
girls who do the cleaning and my shower.

*Thank you—
we do appreciate.*

