



COMMISSION ON AGING

2013 ANNUAL REPORT TO THE COMMUNITY



"I wanted to let the staff know how much
I appreciate *every single person at the COA...*

... they have helped me in ways
they can't even imagine."

2014 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

COUNTY ADMINISTRATOR / CONTROLLER

David D. Benda

2014 GRAND TRAVERSE COUNTY COMMISSION ON AGING BOARD MEMBERS

OFFICERS

Ralph Soffredine, Chair
Stacey Lee Isles, Vice-Chair
Rodetta Harrand, Treasurer
Michelle Mercer, Secretary

COUNTY COMMISSIONERS

Larry Inman
Christine Maxbauer

Sandra Busch
Susan Castle
Kory Hansen
Karen Renny
Bill Rokos
Shirley Zerafa

“I am very thankful for the Baskets of Bounty. I was overwhelmed with the amount and quality of items.

Thank you to everyone.”

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.

“Thank you to everyone for the Baskets of Bounty.

It really helps me out.”

COMMISSION ON AGING 2013 ACCOMPLISHMENTS

PRESIDENTIAL AWARDS

Twenty two Presidential Awards were presented to Commission on Aging volunteers who contributed 100 hours of service, or more.

SCHOLARSHIP FUND ESTABLISHED

A scholarship fund was established to assist those older adults having difficulty paying for services. Revenue for scholarships was generated from the Commission on Aging Endowment Fund.

GTCOA BOARD GOES PAPERLESS

All board and committee meeting materials were forwarded electronically to board members starting in the latter half of 2013, resulting in a cost savings to the taxpayers of Grand Traverse County and a more environmentally friendly organization.

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“I had an amazing time
on the Tunnel of Trees
trip. It was the first
thing I’ve ever done
with you and I was
really impressed and
*it was such a
great time!*
I loved Betsy and was
just raving about the
whole thing.

“The Home Chore
guys have done a
Wonderful job with
plowing this year once
again. The services the
COA provides are a god
send and I appreciate all
the COA does for me.”

“I’m grateful for
everything that has been
done for me.”

ABOUT THE COMMISSION ON AGING

- The Commission on Aging was organized in 1975.
- Our main goals are to provide services that help senior citizens remain living safely at home and to provide recreational, educational and wellness opportunities for senior citizens.
- 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.
- There are currently five Senior Centers located throughout Grand Traverse County, including locations in Acme, Fife Lake, Interlochen, Kingsley, and Traverse City.
- Our Senior Center Network offers a variety of educational and recreational opportunities, as well as a daily nutritional meal, and an extensive travel program.
- 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 twelve-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 Grand Traverse County Board of Commissioners provides support for, and oversight of the Commission on Aging.
- 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 has an endowment fund that was established with the Grand Traverse Regional Community Foundation in 1999.

Caring for those who cared for you.....



Georgia Durga, GTCOA Director

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

2013 was a busy year for the Commission on Aging (COA). From expanding Senior Center programming to becoming more environmentally friendly, the COA worked to provide the senior citizens of Grand Traverse County with quality and caring assistance.

One of our greatest challenges was sustaining services while experiencing decreasing millage revenue due to falling property values. This forced us to prioritize what we do and take a hard look at our operations. On the upside, property values are beginning to rise and we should see small increases starting in 2014.

An additional County Commissioner was appointed to the COA board (Commissioner Larry Inman), expanding our communication capabilities. Both Commissioner Inman and long-time board member, Commissioner Christine Maxbauer, have done a great job sharing information and increasing understanding between the County Board of Commissioners and the Commission on Aging board.

Because of the hard work of staff and many volunteers, the Senior Center Network continued to grow. Programming was expanded and varied based on the needs of the members at each of five Senior Center locations. Events kept senior citizens engaged and enjoying health, wellness, and social activities. The Travel Program was very popular, drawing many senior citizens from all parts of the region to the annual sign-up event.

In-Home Services provided quality assistance that helped senior citizens remain living at home. Staff members went “above and beyond” to serve their clients—bringing them holiday meals and groceries (on their own time), regularly saving lives, protecting them from scams, and helping in so many other ways. They travelled the roads of all parts of Grand Traverse County, even in the worst possible weather, to assure their clients were cared for.

Commission on Aging dollars were stretched because of the hard work of 155 volunteers, who donated over 12,000 hours of service. Our volunteers add so much to our organization. Commission on Aging board members, who are also volunteers, met several times each month to assure senior citizens were getting the best possible care. Thank you to all our wonderful volunteers!

And finally, I would like to express my sincere appreciation to the taxpayers of Grand Traverse County. We could not do all we do without their continued support.

Georgia Durga
Director

*“Thank you for the
peace of mind
that the Guardian monitor
unit gave.”*

*“We would like to
express our gratitude
for Cheryl. Cheryl
is friendly, efficient,
caring, kind, and
excellent with the
care she takes of our
home. She is very
compassionate and
communicates well.”*

COMMISSION ON AGING 2013 ACCOMPLISHMENTS

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SENIOR CORNER JOINS COMMISSION ON AGING WEBSITE

The Commission on Aging began hosting The Senior Corner, a well-known local, regional, and statewide website, in early 2013. Webmaster and creator, Michael J. Sheehan, provides a wide variety of information pertaining to older adults on the Senior Corner.

SENIOR CENTER NETWORK EXPANDS PROGRAMMING

The Senior Center Network continued to expand programming at the Acme, Fife Lake, Kingsley, and Interlochen Senior Centers. The Travel Program has been very popular and draws a great deal of interest from senior citizens in the region.

ADDITIONAL ASSISTANCE AND COLLABORATIONS

The following services were made available to the community:

- AARP Tax Preparation, at no charge—assistance provided to 331 participants.
- AARP Driver Safety Classes—90 participants attended classes.
- Northwestern Michigan BBQ Home-delivered Meals—294 meals delivered by volunteers.
- Baskets of Bounty—100 holiday gift packages delivered.
- Project Fresh—503 booklets (\$20 value) distributed.
- Clara’s Cupboard—the Presbyterian Church of Traverse City stocks and maintains numerous personal care and cleaning supply items that are distributed to low income senior citizens.
- Heating Assistance—assistance provided to 15 senior citizens (funds provided by an anonymous donor).
- Transportation Assistance—assistance provided to 319 senior citizens (funds provided by an anonymous donor).
- Loan Closet—items provided to 180 senior citizens (shower benches, grab bars, walkers, wheel chairs, bedside commodes, canes)
- Senior Support—Emergency assistance for senior citizens, in cooperation with BASA—23 senior citizens.
- Stitches of Kindness—Senior Center volunteers made quilts for local EMS departments.
- Mitten Tree—Senior Center members donated hats and mittens for people in need.

COMMUNITY FUNDING

The Commission on Aging provided **\$39,903** in funding to the following organizations in 2013:

- | | |
|--|----------|
| • Meals on Wheels (NW Mi. Community Action Agency) | \$20,000 |
| • Senior Companion Program (Catholic Human Svcs.) | \$10,000 |
| • Area Agency on Aging of Northwest Michigan..... | \$7,503 |
| • Kingsley Area Retirees (Paradise Township) | \$1,200 |
| • Long Lakers Senior Center (Long Lake Township) | \$1,200 |



2013 GRAND TRAVERSE COUNTY Commission on Aging board members are (front row, from left) Rodetta Harrand, Michelle Mercer, Sandra Busch, Shirley Zerafa, Susan Castle, Christine Maxbauer; (back row from left) Karen Renny, Larry Inman, Kory Hansen, Ralph Soffredine, Stacey Lee Isles and Bill Rokos.

**"I want to thank Norm
for the great job he
is doing every week
mowing my lawn. He
really takes pride
in his job. Thanks
again."**

PROGRAMMING

IN-HOME SERVICES

- 1,703 unduplicated clients served.
- 53,184 hours/units of service provided.
- 10,999 contacts and referrals made.
- Average client age—80 years.
- Total expenses - \$ 2,376,607.

SENIOR CENTER NETWORK

- 1,730 participants.*
- 47,871 units of programming provided (10,046 non-resident units).
- 16,831 contacts and referrals made.
- Average participant age—73 years.
- Total expenses - \$ 422,885.

DEPARTMENT TOTAL

- 101,055 hours/units of service (Includes 10,046 non-resident units).
- 27,830 contacts and referrals made.

TOWNSHIP/ CITY	IN-HOME SERVICES		SENIOR CENTER NETWORK	
	Clients	Units / Hrs. of Service	Clients	Units / Hrs. of Service
Acme	61	1,561	105	2,027
Blair	80	1,996	64	1,805
Traverse City	429	13,889	392	8,442
East Bay	163	5,029	184	4,185
Fife Lake	37	841	9	654
Garfield	577	18,607	415	9,947
Grant	21	658	5	10
Green Lake	83	3,301	126	2,978
Long Lake	67	1,595	128	1,929
Mayfield	7	277	13	290
Paradise	65	1,662	58	2,462
Peninsula	84	2,437	198	2,599
Union	4	621	2	6
Whitewater	25	710	31	491
Total	1,703	53,184	1,730	37,825**

“Laura always *makes*
me feel like I am
number one and
that I am never bothering
her when I call with
questions about how to
complete forms.”

* Grand Traverse County residents only.

** Remainder (10,046) are non-residents.

2013 FINANCIAL REPORT

REVENUE

TOTAL	\$ 2,935,990
Millage	\$ 2,516,016
Charges for Services	\$ 313,262
Contributions & Memorials	\$ 47,588
Local Grant	\$ 18,026
Interest Earned	\$ 13,727
Reimbursements	\$ 13,598
Sponsorships	\$ 7,836
Sales and Sales Commissions	\$ 5,937

EXPENDITURES

TOTAL	\$ 2,799,492
Personnel Expenses	
Salary and benefits	\$ 2,068,101
Commodities	
Office supplies, printing, baskets of bounty, copying, postage, uniforms, small tools, equipment, gas, oil, other supplies	\$ 98,811
Contractual Services	
Contract services (transportation, wait lists, PERS), auditing, dues, subscriptions, data processing, telephone services, travel, conferences, wait list vouchers,	\$ 365,530
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)	\$ 261,706
Capital Outlay	
Buildings, machinery/equipment, vehicles, office equipment	\$ 5,344

ANNUAL AUDIT

The Grand Traverse County Commission on Aging is audited annually as part of the Grand Traverse County audit. The most recent audit (for year 2012) was conducted by Rehmann Robson.

"I was so impressed
by the message on
the Happy Birthday
card you sent me
that i just had to
write and say thank
you. It's going on
my refrigerator
*so I can read
it again and
again.*

2014 STAFF MEMBERS

DIRECTOR

Georgia Durga

DEPUTY DIRECTORS

Laura Green, In-Home Services
Lori Wells, Senior Center Network

SUPERVISORS

Jill Case, Program Supervisor
Emily Rice, RN, Nursing Supervisor

ASSESSMENT AIDE

Shayeanne G., CNA, Assessment Specialist

FOOT CARE NURSE

Nancy I., LPN

HOME CHORE CREW

Curt B.
Dean D.
Mike G.
Jim M.
Norm M.
Richard R.

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
- Area Agency on Aging Board
- Bay Area Senior Advocates (BASA)
- Bay Area Transportation Authority Local Advisory Board (BATA)
- Grand Traverse Area Parkinson's Support Group
- Grand Traverse County Parks & Recreation Network
- Grand Traverse Senior Support Team
- Interlochen Community Days
- Kingsley Days
- Michigan Association of Senior Centers
- Michigan Directors of Services to the Aging (MDSA)
- National Cherry Festival
- Northwest Michigan Volunteer Administrators Association
- Northwestern Michigan College BBQ Board & BBQ
- 2013 Senior Expo
- The Rock (Kingsley) Fishing Derby
- Green Lake Township EMS Day
- Acme Fall Festival





2014 STAFF MEMBERS

HOME HEALTH AND RESPITE AIDES

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

HOMEMAKER AIDES

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

IN-HOME SERVICES OFFICE STAFF

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

SENIOR CENTER

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

VOLUNTEER CONTRIBUTIONS

In 2013, the Commission on Aging was the recipient of 12,937 hours of volunteer services. At a value of \$22.14* per hour, the Commission on Aging experienced a cost savings of \$ 286,425.

Services provided included:

- Reception and office duties.
- Preparing bills for mailing.
- Leading Senior Center programs.
- Assisting with congregate meals.
- Packaging and delivery of holiday Baskets of Bounty.
- Board member time.
- Packaging and delivery of NMC BBQs.
- Senior Center building upkeep.

* As determined by Independent Sector



*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

“Mom passed away in December.

She so looked forward to Karen Z. to come.

This was more than cleaning to her.

She meant a lot to my mom. Thank you.”

