

## Publications

### Senior Perspectives Newspaper

Cheryl Snow, Editor

### Care Giver Link newsletter

Amy Florea, Editor

### Sixty Seconds newsletter

Maggie Jensen, Editor



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Located at Tanglewood Park, a multi-agency senior service and activity center. [www.tanglewoodpark.info](http://www.tanglewoodpark.info)



## Serving Muskegon, Oceana and Ottawa Counties



## 2010 Annual Report

- Executive Director's Report
  - Board of Directors
  - Summary of Services
- Statement of Revenue to Expense

Fiscal Year Oct. 1, 2009– Sept. 30, 2010

## Report from the Executive Director, Pam Curtis



**FY'2010** began with a very rocky start. In order to address funding cuts and preserve services for clients, the staff at Senior Resources began the year with a 10% cut to their hours and pay. Fortunately, as the year progressed, we were able to restore staff back to their original hours. Sadly, over the past three years, the aging network across the state has seen a 28% cut in our Office of Services to the Aging (non-Medicaid) state funded services.

Despite the rocky start and reduced resources, a lot of wonderful things happened in 2010:

Staff from the MiChoice Waiver Program transitioned 48 people from nursing homes back into the community at an average cost of \$43 per day versus \$180 per day for a nursing home. This is a nice savings for the state and allows people to age in the setting of their choice.

Our Medicare/Medicaid Assistance Program (MMAP) received the MIPPA Helping Hand Award (12/1/09 thru 2/28/10) for enrolling the most low income beneficiaries in Extra Help and the Medicare Savings Program.

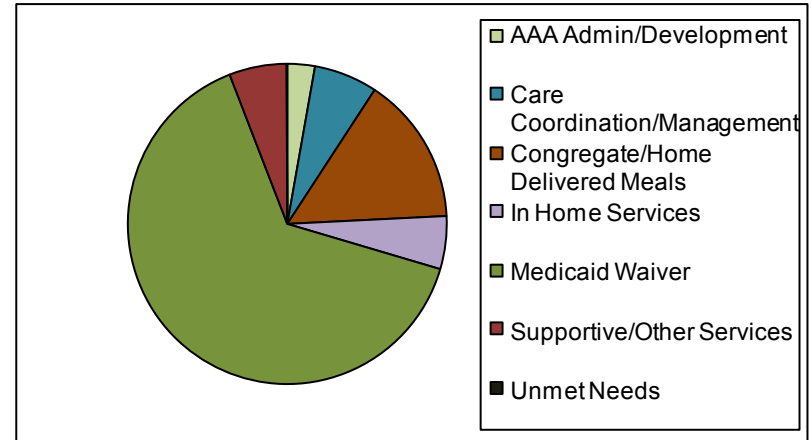
Our collaboration with AgeWell Services, CALL 2-1-1, and LifeCircles PACE continued to evolve. I was invited to present at the National Association of Area Agencies on Aging Conference in St. Louis about the Tanglewood Park collaboration and how it can be replicated in other communities.

Senior Resources was the \$5,500 beneficiary of The Muskegon County Sheriff's Charitable Golf Outing held June 11<sup>th</sup>. These funds helped repair dentures, hearing aids, and make minor home modifications to keep more of our frail elderly safe and independent.

The Little Red House Adult Day Care celebrated its 10<sup>th</sup> Anniversary. This program literally would not exist if it were not for Senior Resources' assistance with program development and funding.

We are mindful that every single statistic in this annual report represents a unique individual who is benefiting from our careful stewardship of resources in Senior Resources' ongoing mission to improve the quality of life for every age and stage of aging.

## Expenditures

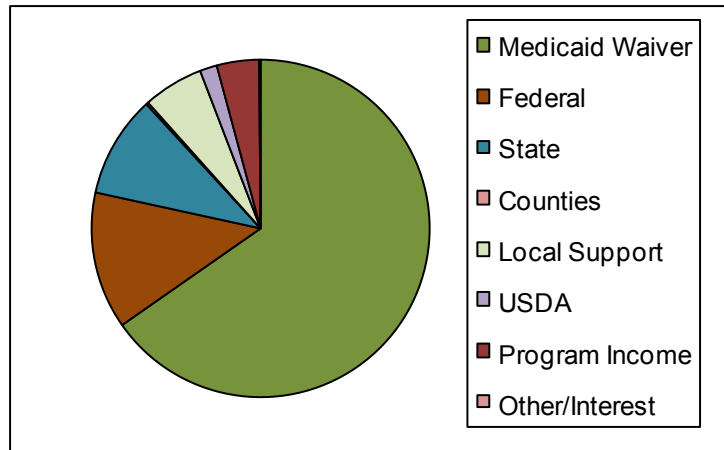


AAA Admin/Development	\$310,571	2.78%
Care Coordination/Management	716,531	6.41%
Congregate/Home Delivered Meals	1,680,786	15.03%
In Home Services*	601,282	5.38%
Medicaid Waiver	7,220,484	64.56%
Supportive/Other Services	647,155	5.79%
Unmet Needs	7,890	0.07%
<b>Total Expenditures</b>	<b>\$11,184,699</b>	<b>100.0%</b>

### In-Home Services\*

Includes Custom Care an expanded option for in-home care assessment and service coordination for those who have the ability to pay for services. Last year, 28 private pay clients purchased 5,355 units of service through Senior Resources in the amount of \$100,732. This service generated \$7,113 in revenue that helped support the UnMet Needs fund . Senior Resources is proud to extend our elder care expertise to those who are not in financial need yet seek professional guidance through our Custom Care service.

# Revenue



Medicaid Waiver	\$7,212,369	65.29%
Federal	\$1,450,642	13.13%
State	\$1,077,537	9.75%
Counties	\$24,000	0.22%
Local Support	\$638,511	5.78%
USDA	\$181,110	1.64%
Program Income*	\$446,492	4.04%
Other/Interest	\$15,604	0.14%
<b>Total Revenues</b>	<b>\$11,046,265</b>	<b>100.00%</b>

**\* Cost Sharing: Listed below are the dollar amounts, by service that our in-home clients provided towards the cost of their care:**

Adult Day Care	\$5,070
Homemaker	7978
Medication Management	528
Personal Emergency Response systems	186
Personal Care	1776
Respite Care	7886
<b>Total Cost Sharing</b>	<b>\$23,421</b>

Audit conducted by Brickley DeLong CPA

## Our Mission

To provide a comprehensive and coordinated system of services designed to promote independence and dignity for older adults and their families; a mission compelling us to focus on older persons in greatest need and to advocate for all.

## Senior Resources 2010 Board of Directors

### Muskegon County

Kathy Moore  
Linda Kaare  
Bevan Leach, Vice Chair  
Scott Nesbit  
Dr. Doris Rucks  
Zachary Russick, Sec/Treas  
Jan Stermin, Chair

### Oceana County

Jose Barco  
Anne Henion  
Anne Soles  
Theresa Steen

### Ottawa County

Beth Baldwin  
Barbara Bingham  
Barb Boelens  
Nancy Carlyle  
Scott Kling  
Julie O'Neill  
Cheryl Szczytko  
Bill Van Dyke

## 2010 Program & Planning Advisory Board

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Beth Baldwin  
Barb Bingham  
Vickie DeCheney  
Anne Henion  
Janet Magennis  
Carolyn Mitchell  
Julie O'Neill  
Anne Soles  
Jan Stermin  
Peter Theune  
Bill Van Dyke  
Tomasa Ybara

Staff:

Amy Florea, Chere Gardner

## Finance Committee

Scott Kling  
Kathy Moore  
Zachary Russick  
Anne Soles  
Jan Stermin

Staff: Mary Austin, Vicki Broge, Pam Curtis

## Care Connections

**Registered nurses and certified social workers provided counseling, assessment and coordinated in-home services for:**

**603** MI Choice Waiver Clients  
**474** Case Coordination Clients\*  
**375** Care Management Clients  
**28** Custom Care clients

\* Includes contracted Case Coordination services in Oceana and Ottawa counties

Elder care specialists assessed needs; addressed financial, legal, housing and support system status; provided information about payment options including Medicaid eligibility and scheduled the following services:



Adult Day Care	20,695 Hours
Home Delivered Meals	46,598 Meals
Homemaker Services	81,310 Hours
Personal Care/Home Care	159,392 Hours
Respite Care	47,413 Hours
Nursing/Medication Management	17,930 Hours
Transportation	422 Trips/19,628 Miles
Chore Services	735 Hours
Medical Supplies & Equipment	31,383 Per Piece
Emergency Response Systems	3,352 Monthly Monitors
Home Repair/Modification	94 Per Unit
Residential Care Services	11,811 Days

## Contracted Community Services

Service Category	Unit Type	Clients Served
Congregate Meals	80,833 Meals	2,274
Home Delivered Meals	125,781 Meals	807
Information & Assistance	2,697 Hours	4,266
Elder Abuse Education	28 Hours	206
Health Promotion	507 Sessions	249
Caregiver Assessment & Support	2,859 Hours	347
Kinship Care	2,547 Hours	32
Long Term Care Ombudsman Service	696 Hours	57
Transportation	20,491 One Way Trips	921
Legal Services	841 Hours	337
Friendly Reassurance	1,334 Hours	64

### Medicare/Medicaid Assistance Program (MMAP) FY Report: April 1, 2009-March 31, 2010

Specially trained counselors served 7,661 beneficiaries in Muskegon, Oceana and Ottawa counties.

Compared to the 6,495 served in the prior reporting year, an additional 1,166 people were served by MMAP staff and volunteer counselors.