



COMMISSION ON AGING

2014 ANNUAL REPORT TO THE COMMUNITY

"Your service to Seniors
is much appreciated.

Many thanks."

CELEBRATING



2015 GRAND TRAVERSE COUNTY BOARD OF COMMISSIONERS

Christine Maxbauer, Chairperson
Dr. Dan Lathrop, Vice-Chairperson

Ron Clous
Carol Crawford
Dr. Bob Johnson
Alisa Kroupa
Addison (Sonny) Wheelock, Jr.

2015 GRAND TRAVERSE COUNTY COMMISSION ON AGING BOARD MEMBERS

OFFICERS

Rodetta Harrant, Chair
Sandra Busch, Vice-Chair
Bill Rokos, Treasurer
Shirley Zerafa, Secretary

COUNTY COMMISSIONER

Christine Maxbauer

Kory Hansen
Carl Kucera
Harry Liebzeit
Michelle Mercer
Carol Sullivan
David Taylor

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.

"I just wanted to say thank you again for getting me a X-mas basket at the last minute. Slippers are keeping my feet nice and warm as I write this. So again, thank you from the bottom of my heart.

I will never forget you and your kindness."



COMMISSION ON AGING 2014 ACCOMPLISHMENTS

SERVICES PROVIDED

Senior Center Network – over 50,000 units of service were provided to over 3,761 Grand Traverse County older adults.

In Home Services – over 53,000 hours of direct service were provided to 1,715 Grand Traverse County older adults.

PRESIDENTIAL AWARDS

Twenty two Presidential Service Awards were presented to Commission on Aging volunteers who contributed 250 hours of service, or more.

PROJECT FRESH

475 Project Fresh coupon booklets were distributed to 237 senior citizens to be used to purchase fruits and vegetables from local farmers through the Michigan Office of Services to the Aging.

DRUG SAFETY DROP BOX

The Commission on Aging collaborated with the Grand Traverse County Sheriff's Office to provide a drug drop off box at various senior center locations (for disposal of prescription and over-the-counter medications).

VETERANS LUNCHEON

November luncheons were held at several Grand Traverse County locations honoring over 300 veterans.

SENIOR CENTER EMPLOYEES EARN PROGRAM MANAGER CERTIFICATION

Senior Center staff members, Ericca Hovie and Sharon Neumann, received Program Manager Certification from the Michigan Association of Senior Centers.

AARP DRIVER SAFETY

87 older adults attended AARP Driver Safety classes.

NMC BARBEQUE

359 older adults received home-delivered NMC barbeques coordinated by the Commission on Aging.

AARP TAX PREPARATION

315 older adults had their taxes prepared by AARP volunteers, hosted by the Commission on Aging.

WAIT LIST REDUCTION

The commission on Aging Board and Staff actively worked to reduce the snow removal wait list. The snow removal wait list was reduced by over 63%.

“Thank you to everyone for the holiday Baskets of Bounty I received. *I really appreciated that I was thought of* and I will put it to good use.”

“Thank you so much
for the *help with
snowplowing!*”

“The Veterans
Luncheon was
*a very generous
and moving event*
where I felt proud to
be a veteran.”

ABOUT THE COMMISSION ON AGING

- The Commission on Aging was organized in 1975. 2015 will be our 40th anniversary.
- 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. Board members are also background checked.
- In 2011, the Traverse City Senior Center merged with the Commission on Aging and the development of a Senior Center Network was initiated. There are currently five Senior Centers located throughout Grand Traverse County, including locations in Acme, Fife Lake, Interlochen, Kingsley, and Traverse City.
- In addition to educational and recreational opportunities, our Senior Center Network offers 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 guided by an eleven-member 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,

The year 2015, marks the 40th anniversary of the Grand Traverse County Commission on Aging. The GTCOA, as we are commonly called, was organized in 1975, by the County Board of Commissioners, at the recommendation of the regional Area Agency on Aging. Since then, and due in large part to the support of the residents of Grand Traverse County, our impact has grown.

During my tenure, there have been many changes. In the past 15 years, our In-Home Services client count has increased over 178% and hours or units of service have increased by over 302%. Services have been added and eliminated based on public demand, or lack thereof.

In 2011, the Traverse City Senior Center merged with the Commission on Aging and a Senior Center Network (SCN) was formed. Four Senior Center satellite locations were added in Kingsley, Acme, Interlochen, and Fife Lake, expanding programming to outlying parts of the Grand

Traverse County. In a little over three years, membership has grown by over 181% and units of service have grown by over 150%.

Looking forward, we have some lofty goals for the next two years. Our hope is to renovate the Traverse City Senior Center, which is desperately in need of a facelift, and to update our In-Home Services technology. Both goals are necessary and badly needed.

There are many to thank for our continued success: Our staff members, who are caring and serve selflessly; our board, who gives direction and guidance; and the County Board of Commissioners who provide support and leadership. In addition, many thanks to our volunteers, who give so many hours of time to support our organization and the persons we serve. Lastly, thank you to the taxpayers of Grand Traverse County for your continued support.

Forty years—what a wonderful milestone!

Georgia Durga
Director

“Thank you everyone for all you’ve done for John & me. Everyone has always been *very caring, compassionate*, helpful from hands on care, snow & lawn, office—everyone.”

“Thank you so much. I don’t know what we would do without COA!”

COLLABORATIONS, MEMBERSHIPS, AND EVENTS

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 Collaborative
- Area Agency on Aging, Board and Purchase of Services Program
- Bay Area Senior Advocates (BASA)
- Bay Area Transportation Authority, Local Advisory Board (BATA)
- Bay Ridge, Health Fair
- Catholic Human Services, Senior Companion
- Hoarding Task Force, Grand Traverse Area
- Glen Eagle, Health Fair
- Grand Traverse Area Parkinson’s Support Group
- Grand Traverse County Parks & Recreation Network
- Interlochen Area Chamber of Commerce
- Interlochen Community Days
- Kingsley Area Schools, Intergenerational Holiday Card Program
- Kingsley Days
- Michigan Association of Senior Centers
- Michigan Directors of Services to the Aging (MDSA)
- National Cherry Festival
- Northwestern Michigan Fair
- Northwest Michigan Volunteer Administrators Association
- Northwestern Michigan College, BBQ Board & BBQ
- Senior Expo
- The Rock, Intergenerational Holiday Card Program
- Traverse City Area Public Schools, Intergenerational holiday card program

ADDITIONAL ASSISTANCE AND COLLABORATIONS

The following services were made available to the community:

- Baskets of Bounty—112 holiday gift packages delivered to older adults alone for the holidays.
- 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 was provided to 14 senior citizens (funds provided by an anonymous donor and millage dollars).
- Loan Closet—items were provided to 188 senior citizens (shower benches, grab bars, walkers, wheel chairs, bedside commodes, canes)



“Thank you for my recent birthday card. I have it up on my memo board & read it frequently. *It's a beautiful thing to share.*”

2015 GRAND TRAVERSE COUNTY Commission on Aging board members are (front row, from left) Sandra Busch, Chris Maxbauer, Rodetta Harrand, Michelle Mercer, Carol Sullivan, (back row, from left) Harry Liebzeit, David Taylor, Kory Hansen, Bill Rokos, Shirley Zerafa, Carl Kucera.



“Can’t tell you how much I have enjoyed our Monday & Thursdays. *We sure have had some laughs.* I believe it takes a very special person to do the job you have. You, my friend, are one of those people.”

PROGRAMMING

IN-HOME SERVICES

- 1,715 unduplicated clients served.
- 53,002 hours/units of service provided.
- 11,476 contacts and referrals made.
- Average client age—80 years.
- Total expenses—\$2,463,242.

SENIOR CENTER NETWORK

- 3,214 total members.
- 1,907 active members.
- 54,445 units of programming provided.
- 58,566 contacts and referrals made.
- Average participant age—74 years.
- Total expenses—\$403,184.

DEPARTMENT TOTAL

- 107,447 hours/units of service.
- 70,042 contacts and referrals made.

TOWNSHIP/ CITY	IN-HOME SERVICES		SENIOR CENTER NETWORK	
	Clients	Units / Hrs. of Service	Members	Units / Hrs. of Service
Acme	58	1,758	99	2,488
Blair	89	2,200	85	2,002
Traverse City	400	12,862	506	9,216
East Bay	159	4,804	206	3,915
Fife Lake	40	1,383	11	752
Garfield	599	19,724	426	10,435
Grant	19	692	6	37
Green Lake	83	3,003	143	4,285
Long Lake	79	2,000	124	2,561
Mayfield	11	338	12	359
Paradise	61	1,320	68	2,517
Peninsula	87	2,335	176	2,175
Union	3	24	2	6
Whitewater	27	559	43	514
Other*	NA	NA	NA	13,193
Total	1,715	53,002	1,907	54,455

* Non-County participants, guests.

2014 FINANCIAL REPORT

REVENUE

TOTAL	\$ 3,025,797
Millage	\$ 2,568,040
Charges for Services	\$ 320,099
Contributions & Memorials	\$ 45,659
Sales and Sales Commissions	\$ 41,450
Local Grant	\$ 35,591
Sponsorships	\$ 5,165
Interest Earned	\$ 5,154
Reimbursements	\$ 4,639

EXPENDITURES

TOTAL	\$ 2,866,426
Personnel Expenses	
Salary and benefits	\$ 2,087,641
Commodities	
Office supplies, printing, baskets of bounty, copying, postage, uniforms, small tools, equipment, gas, oil, other supplies	\$ 100,273
Contractual Services	
Contract services (transportation, wait lists, PERS), auditing, dues, subscriptions, data processing, telephone services, travel, conferences, wait list vouchers,	\$ 394,993
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)	\$ 251,588
Capital Outlay	
Buildings, machinery/equipment, vehicles, office equipment	\$ 31,931

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 2013) was conducted by Rehmann Robson.

“I want you to know how much I appreciate the really fine work you did in getting all the dust and dirt off my windows. The windows look great and it *brightens my day.*”

2015 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

Shayenn 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.

COMMUNITY FUNDING

The Commission on Aging provided \$39,903 in funding to the following organizations in 2014:

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





VOLUNTEER CONTRIBUTIONS

In 2014, the Commission on Aging was the recipient of 12,168 hours from 178 volunteers. At a value of \$22.14* per hour, the Commission on Aging experienced a cost savings of \$ 269,400.

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.
- Packaging and delivery of NMC BBQs.
- Senior Center building upkeep.
- Income tax assistance.
- Driver safety course.

** As determined by Independent Sector*

2015 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.
 Clarissa F.
 Jenny G.
 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
 Laura P., Office Clerk
 Theresa R., Office Clerk

SENIOR CENTER

Sally B., Office Assistant
 Sue C., Clerk
 Debi H., Clerk
 Erica H., Program Coordinator
 Wendy J., Clerk
 Debra M., Office Specialist
 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

“Thank you, Theresa—very much—
for everything and all your help and services,
so beautifully handled!”

