

2021



**ST JOSEPH  
COUNTY  
COMMISSION ON  
AGING**



2022

# **ANNUAL REPORT**

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# From the Director



Greetings!

This annual report is a snapshot of the Commission on Aging during 2021 and 2022. I started my tenure as Executive Director of the COA in January 2021, and at that time our centers were still closed due to the COVID pandemic. It was a challenging time, but our primary focus was staying connected to our members and continuing to provide services to older adults that were most in need.

As we navigated the re-opening of our centers in March 2021 and gradually began offering more and more activities, it was important that we kept our focus on our members and what would be best to keep them safe and healthy. With a gradual re-introduction of activities, an emphasis on outdoor programs whenever possible and communication with state and local officials we were able to slowly get back to a new normal by the summer of 2021.

Since that time, we have continued to grow in membership and enrichment offerings at our two centers. But while 2021 was hard for activities at the centers, there were even greater challenges in making sure the most frail older adults in our county were continuing to receive the help that they needed. We began offering lunch “to go” to provide food for older adults who could leave their homes.

By 2022 we were offering a full slate of activities at our centers. We did continue to offer lunches “to go” for the entire year, since we were under a public health emergency which allowed us to continue that service.

Some major accomplishments in 2021 and 2022 were in our nutrition department where we were able to purchase additional equipment and make upgrades that allowed us to self produce our meals in our kitchen in Three Rivers.

Funding for these upgrades were through the American Rescue Plan Act through the Older Americans Act, which also went toward supplies for our In-Home Aides, new phones for our aides, exercise equipment for our members and much more.

As we closed out 2022 our membership numbers continued to grow at a very strong rate. We culminated the year with our annual Holiday Party, which was a special celebration as it gave us a glimpse of life without COVID.



*Pam*

# Nutrition Services



At the beginning of 2021 the centers remained closed due to the pandemic. While we were able to still deliver meals to our home-bound seniors, we began offering meals “to-go” to provide even more older adults with a nutritious meal that they could easily pick up and take home to eat.

As the year progressed the Nutrition Department found creative solutions to how it could continue to reach its members even though they were unable to come to our centers. We worked with the Life Enrichment Department to have a Drive-Thru Mardi Gras celebration. People who signed up received Gumbo and a piece of King Cake, which was a special treat. We also provided boxed meals for events that were held outdoors, such as the Honey Creek concert and the Juneteenth celebration.

We were grateful to receive Valentine’s Day treats for our Home Delivered Meals participants from Local 2093 in Three Rivers. These special treats certainly bring a smile to our most vulnerable members, so they are always appreciated.

By July 2021 we were able to open our sites and offer congregate lunches. In August we coordinated the meal for our Annual Summer Picnic, which was attended by about 150 members. Fall was a busy time for the Nutrition Department as it offered a Burgers & Bingo event with the Life Enrichment department. We provided box lunches at the St. Joseph County Grange Fair, and hot dogs for our Dogs & Donuts Membership Drive. We finished the year with a fabulous Dinner Night Out featuring a German-themed meal and the Annual Holiday Party. Both events were well attended and our members were thrilled that they once again gather together for a meal, conversation and friendship.

In 2021, we served 110,000 Home-Delivered Meals and 30,000 Congregate meals. Our numbers began to increase in 2022 as things slowly returned to normal. Once again, we participated in popular COA events, such as the Water Festival Luncheon, our Annual Picnic, Lunch at the Fair, Dinner Night Out, our Dogs & Donuts Membership Drive and our Holiday Party.

In 2022, the Nutrition Department began offering a monthly educational program focused on nutrition, and alternated between its centers where members learned about pumpkin, unusual fruits, different lettuces, spices, and much more.

Because of money the COA received through the American Rescue Plan Act through the Older Americans Act, the Nutrition Department was able to purchase much-needed equipment, such as a tilt skillet, a blast chill freezer and a slicer. These items allowed our kitchen staff to work more efficiently and cook in larger quantities. Also in 2022 a new Meals on Wheels truck was purchased. We continued to see growth in 2022 as we increased to 115,000 Home Delivered Meals served for the year and 44,000 Congregate meals.



# Residential Services

Services the COA provides in the home saw quite a jump in both clients and services after the COVID-19 shut down ended. Our program bounced back with a full staff ready to serve its clients and seniors welcoming help in their homes. In 2021 and 2022 the COA served 337 vulnerable adults, providing a total of 16,413 hours for Homemaking, Personal Care and Respite Care Services.

In serving the most vulnerable adults in St. Joseph County, we have found that our homemaking services are the most in demand with 14,107 total hours served to our clients for this time period. The COA held a staff of 14 in-home aides during 2021, and as a result, the program was able to manage a small waitlist of clients requesting services. In 2022, staffing decreased to 11 in-home aides.

The apartments at the Rivers Enrichment Center have remained an advantageous and sought-after solution for senior housing in our community. During 2021-2022 we saw the departure of 16 residents in total, and the turnaround of those 16 apartments becoming full was within a few short weeks. Our waiting list has remained robust, with continued vested interest in housing for seniors within the community. There continues to be a steady flow of seniors joining our waiting list for the apartments with intent and excitement to call it their home. This indoor community has flourished, and the seniors here have created close knit bonds with their neighbors and fellow residents. They continue to gather socially for daily coffee and conversation, games, potlucks and parties, and show a deep sense of community and connection with each other. A number of residents also take part in many COA activities on a daily basis.

Rivers Residences have fast become a pillar in our community for senior housing. We have the unique opportunity to immerse our seniors in social interaction and community through the COA with the convenience of not having to leave the building. I am proud of the continued growth of Rivers Enrichment Center and Residences, its impact on the community and the ability to provide a safe and enriching home for our seniors!



# Life Enrichment

At the start of 2021 our centers remained closed for group activities. To help stay connected to our members we continued to offer craft kits “to go” which turned out to be a huge hit. We also offered some of our exercise classes on YouTube and Facebook. And, we found other ways to reach our members safely, such as our Mardi Gras Celebration, which was a drive-thru event.

Beginning March 2021 we started to offer a limited number of activities at the centers, and also limited the number of participants to allow social distancing. Each month we increased the number of offerings and focused on outdoor programming once the weather allowed, such as boat rides and nature walks. Our Holiday Party was a huge success, and it was great to be back together again after taking the year off in 2020.

In 2022 we introduced an evening exercise class at our Sturgis center to offer a program for members who might not be able to make it to the centers during the day. Our activities calendar took off as we entered the warmer months, as we provided opportunities to exercise outdoors through nature walks, yoga and biking at local parks. Some of the fun things we offered were a trip to Saugatuck, a leaf casting craft, and movie outings. The highlight of the summer was our annual picnic at Klines Resort, which featured a country western theme.

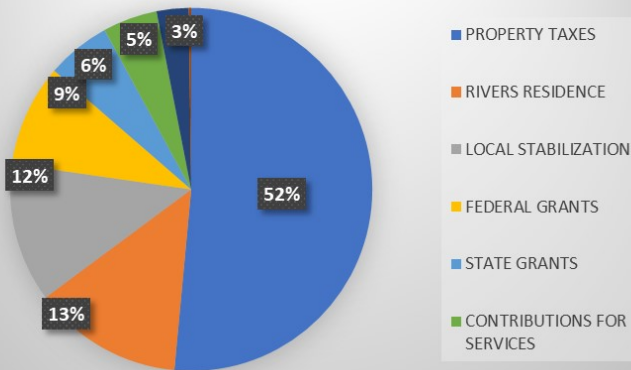
In October we unveiled an electronic check-in system for our members called MySenior Center, which they adapted to very easily. Using a key tag to check in, we eliminated paper sign-in sheets. The system also provides staff with in-depth statistical information on participation at the enrichment centers, which assists us with planning and budgeting. Another great feature of MySenior Center is its broadcast system which allows us to notify our members quickly and efficiently if there is a class cancellation or center closing.

2021 and 2022 were re-building years at the COA, but by the end of 2022 we once again were offering senior citizens in our county two vibrant and engaging centers to help keep them healthy in mind, body and spirit.



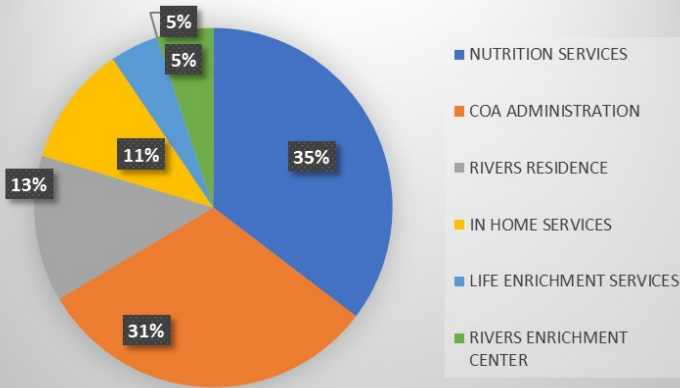
# 2021 Budget

## Where the money comes from...



Revenues		
PROPERTY TAXES	1,574,310	51%
RIVERS RESIDENCE	408,860	13%
LOCAL STABILIZATION	379,069	12%
FEDERAL GRANTS	277,971	9%
STATE GRANTS	174,665	6%
CONTRIBUTIONS FOR SERVICES	148,652	5%
MISC. REVENUE/DONATIONS	87,736	3%
INTEREST/BUILDING RENTALS	6,386	0%
<b>TOTAL</b>	<b>3,057,650</b>	<b>100%</b>

## Where the money goes...

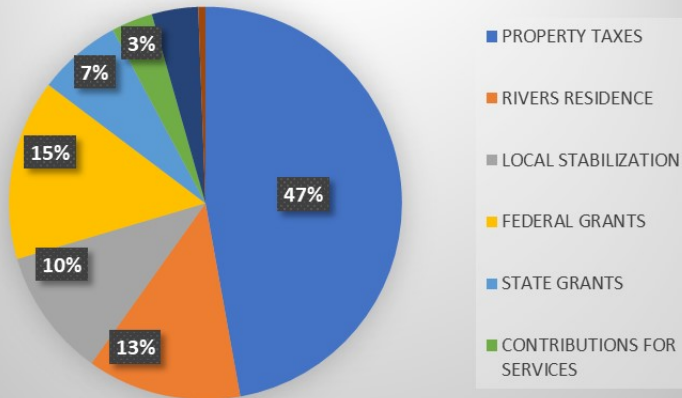


Expenditures		
NUTRITION SERVICES	883,421	29%
COA ADMINISTRATION	779,279	25%
RIVERS RESIDENCE	328,795	11%
IN HOME SERVICES	270,871	9%
LIFE ENRICHMENT SERVICES	109,514	4%
RIVERS ENRICHMENT CENTER	127,865	4%
OAKS ENRICHMENT CENTER	48,360	2%
SUPPORT SERVICES	68,733	2%
<b>TOTAL</b>	<b>2,616,837</b>	<b>100%</b>



# 2022 Budget

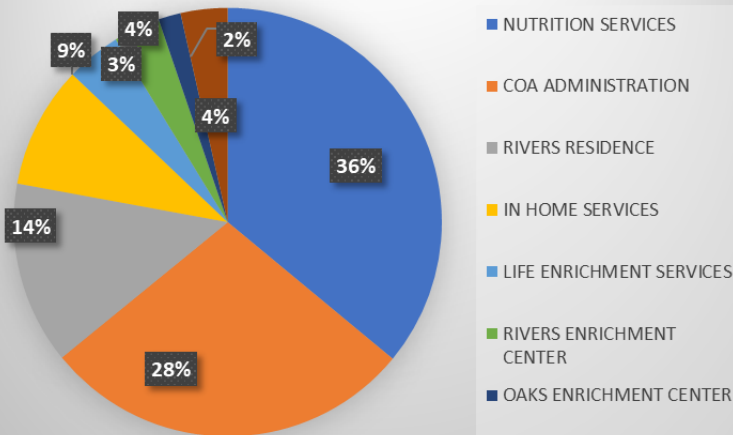
## Where the money comes from...



### Revenues

Revenue Source	Amount	Percentage
PROPERTY TAXES	1,617,328	47%
RIVERS RESIDENCE	435,185	13%
LOCAL STABILIZATION	362,223	11%
FEDERAL GRANTS	509,872	15%
STATE GRANTS	236,844	7%
CONTRIBUTIONS FOR SERVICES	116,818	3%
MISC. REVENUE/DONATIONS	130,839	4%
INTEREST/BUILDING RENTALS	20,330	1%
<b>Total</b>	<b>3,429,440</b>	<b>100%</b>

## Where the money goes...



### Expenditures

Expenditure Category	Amount	Percentage
NUTRITION SERVICES	1,050,393	31%
COA ADMINISTRATION	820,245	24%
RIVERS RESIDENCE	401,972	12%
IN HOME SERVICES	268,616	8%
LIFE ENRICHMENT SERVICES	120,872	4%
RIVERS ENRICHMENT CENTER	102,723	3%
OAKS ENRICHMENT CENTER	49,488	1%
SUPPORT SERVICES	103,418	3%
<b>Total</b>	<b>2,917,729</b>	<b>100%</b>



# COA Advisory Board\*



Sarah Apwisch  
(2021-2022)



Pat Dane  
(2021-2022)



Deb Davis  
(2021-2022)



John Gelvin  
(2021-2022)



Phil Kline  
2022



George Letts  
(2021-2022)



Lorraine Bolley  
2022



Kathy Pangle  
(2021-2022)



Jon Withers  
(2021-2022)

\*2021-22 Board Members Not Pictured: Steve Boland, Britt Buscher, Clayton Lyczynski II, Lloyd Stemen



## COA STAFF

**Executive Director**  
Pamela Riley

**Nutrition Manager**  
Katie Hughes

**Marketing & Life Enrichment  
Manager**  
Ruth Mancina

**Residential Services Manager**  
Nicole Notestine

**Finance Manager**  
Kris Butler

**Life Enrichment Coordinator**  
Cynthia Batten

**Referral/Intake Specialist**  
Jeanette Cage

**In-Home Assessor**  
Cassie Graber

**Three Rivers Receptionist**  
Ann Happel  
Tina Gales

**Sturgis Receptionist/Meal Site  
Coordinator**  
Diana Hile

**Program Assistant**  
Christine Weiderman

**Cook**  
Angie Skeen

**Meal Site Coordinator/Kitchen  
Assistant**  
Corrina Oberlander

**Custodian**  
Melton Powell

**Maintenance**  
Gary Oberlander