

FY 2010 Commission on Aging Service Report

Adult Day Care and Alzheimer's Respite: Our goal is for all individuals, care givers and care recipients, to maintain their optimum level of functioning for as long as possible. Our programs address some of the social and financial factors that concern the caregivers while addressing the intellectual, social, and physical impairments of the clients. By addressing the entire scope of needs, we accomplish two goals: 1) we are able to assist the clients in achieving and maintaining the highest level of functioning and the best quality of life possible and 2) we are able to ease the caregiving burdens placed on family members which then allows them to be able to care for their loved ones at home longer.

Adult Day Care:	17 clients	8,695.5 hours
Alzheimer's:	13 clients	3,891.5 hours

Older Adult Respite Services (OARS): In-home respite services through the OARS program are provided to care givers of the medically frail. The program was created to help fill the gaps created by Medicare cuts to home health care agencies.

Nursing agencies:	14 clients	291.75 hours
Overnight:	1 client	3 days
Volunteers:	14 clients	1,240 hours

Home Repair: Labor for minor home repairs (i.e. fixing a leaking sink, thawing frozen pipes and applying heat tape) is provided with the seniors providing the materials needed to make the repairs. Estimates for and construction of wheelchair ramps are also provided as time allows.

104 seniors 971 contacts

Homemaker: Through the COA homemaker program clients may receive assistance with basic cleaning (i.e. vacuuming, mopping, washing dishes and kitchen countertops, cleaning bathroom fixtures, dusting, changing bedding and making up the bed), laundry, basic meal preparation (warming food, putting away leftovers), and/or shopping and errands (picking up prescriptions, grocery items). The frequency of homemaker services vary depending on each individual's needs. Respite homemaker services may be appropriate if there is a caregiver in the home.

Homemaker services:	151 seniors	3,528 hours
Respite:	13 seniors	251.25 hours

Case Management: Clients are seen for assessments and for assistance with meeting their needs. Seniors, as well as family members, are supplied with a better understanding of services available, are referred for other services (COA programs as well as other service organization programs) for which they are eligible, and/or are assisted in finding the resources to meet their needs.

512 seniors 1,350 hours 1,754 contacts

Home Delivered Meals: The Home Delivered Meals (HDMs) are plated at the Commission on Aging building in White Cloud and transported by five meal drivers for an average of 500 miles per day. Although the cost of transporting HDMs is rather substantial, homebound clients in all corners of Newaygo County are able to benefit from receiving a nutritious meal that they may not otherwise be able to prepare for themselves.

404 seniors 70,318 meals

Congregate Meals: Nutritious meals are prepared at the Commission on Aging building in White Cloud, salt-free meals and meals that meet special dietary needs of our elderly clients. We also provide soup and salad bar options at all meal sites. Meal sites are located in White Cloud, Fremont, Merrill Township, and Newaygo.

396 people 16,585 meals

Senior Transit (Bus): The Commission on Aging provides basic access services to the seniors and handicapped of Newaygo County using five buses (four are on the road regularly; one is used as a backup). All of the vehicles are wheelchair-lift equipped. Access services consist of transportation to COA meal sites as well as to banks, stores, pharmacies, and post offices nearest where the person lives. Senior Transit routes are coordinated with the four congregate meal sites.

176 riders 13,395 one-trips 81,575 miles

Health Care Van: The Commission on Aging provides unlimited transportation for in-county health care access utilizing four seven-passenger wheelchair-lift-equipped vans. The health care vans also provide out-of-county transportation for specialized health care treatment to individuals who are wheelchair-bound. The health care van is available to transport anyone living in the county who is 60 years or older and those individuals under 60 who are wheelchair-bound with no other means of transportation.

267 riders
2659 one-way trips (ambulatory)
3783 one-way trips (used wheelchair lift)
131,467 miles

Volunteer Transport: The Commission on Aging utilizes a volunteer driver network for out-of-county travel for ambulatory seniors to obtain health services not available within the county. These services include treatment of cancer, appointments with some specialists (i.e. eye, heart, kidney), and specialized surgeries.

110 riders 942 one-way trips 46,657.5 miles

Medicare/Medicaid Assistance Program (MMAP): Trained staff and volunteers assist people who have questions regarding Medicare, Medicaid, supplemental insurance, and patient rights and appeals. In FY 2010, MMAP continued to be busy due to seniors having issues with the Medicare Prescription Drug Program (Part D) and the Medicare Advantage Plans. The open enrollment period for the Medicare Prescription Drug Plans and Medicare Advantage Plans that offer prescription coverage was again November 15 through December 31, but that will change in 2011. In an effort to inform Medicare beneficiaries about a variety of Medicare issues, MMAP staff provided informational sessions in White Cloud, Fremont, Newaygo and Bitely. The MMAP Program tracked calls lasting more than 5 minutes for which reports are submitted to the State's MMAP organization. Numerous "quick" calls were answered but not tracked as these usually are less than 5 minutes and are general in nature. During FY-2010 MMAP staff and volunteers had 167 client contacts totaling approximately 115 hours helping with various Medicare issues.