



## 2012 ANNUAL REPORT TO THE COMMUNITY

"What a blessing the Grand Traverse Commission on  
Aging is to seniors in this area!"

*"...I am so grateful."*

*"Your organization probably saved my life."*

**2013 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

**2013 GRAND  
TRAVERSE COUNTY  
COMMISSION ON  
AGING BOARD  
MEMBERS**

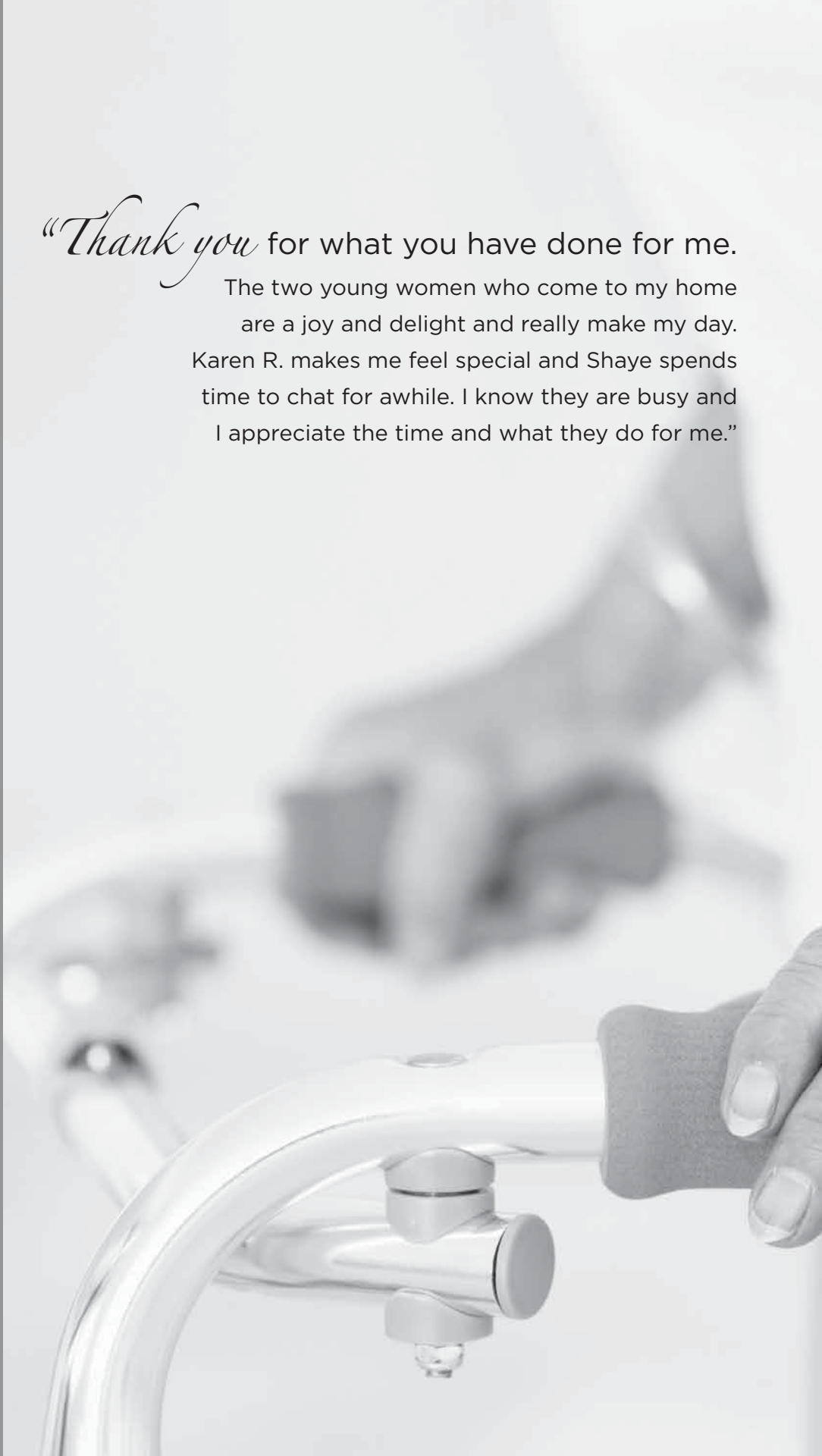
**OFFICERS**

Ralph Soffredine, Chair  
Stacey Lee Isles, Vice-Chair  
Rodetta Harrand, Treasurer  
Michelle Mercer, Secretary  
Christine Maxbauer, County  
Commissioner

Max Binkley  
Shawn Burt  
Sandra Busch  
Susan Castle  
Larry Inman, County Commissioner  
Al Pedwaydon  
Karen Renny  
Shirley Zerafa

*“Thank you* for what you have done for me.

The two young women who come to my home are a joy and delight and really make my day. Karen R. makes me feel special and Shaye spends time to chat for awhile. I know they are busy and I appreciate the time and what they do for me.”





## **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  
for sending Christine  
our way. No words  
can express what she  
means to us.”*

## ABOUT THE COMMISSION ON AGING

- The Commission on Aging was organized in 1975.
- Our main goal is to provide services that help senior citizens remain living safely at home and to provide recreational and educational opportunities for senior citizen residents.
- 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.
- In 2011, the Traverse City Senior Center merged with the Commission on Aging and the development of a senior center network was initiated. At the end of 2012, there were five senior centers located throughout Grand Traverse County.
- The Traverse City Senior Center offers educational and recreational programming, as well as a daily nutritional meal.
- 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 thirteen-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 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 is a tax-exempt organization.
- The Commission on Aging has an endowment fund that was established with the Grand Traverse Regional Community Foundation in 1999.



*Georgia Durga, GTCOA Director*

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

In 2012, the Commission on Aging was presented with several challenges, including a reduction in millage revenue due to falling property values. Millage revenue made up 82.4% of the COA's annual budget. The Commission on Aging board worked diligently to prepare projections used to determine the effect of reduced revenue on the organization. In addition, board and staff members identified and implemented cost-cutting measures that assured minimal impact to our clients. In the end, one service, clinic foot care, was eliminated, in part, because it was a duplication of a service available and affordable to senior citizens through local podiatrists and physicians. This was a difficult decision for the Commission on Aging board but one they felt was necessary.

On a lighter note, the Senior Center Network continues to grow. Two new satellite senior centers were added in 2012—one in Acme, at Hope Village, and one at Fife Lake, which was already in operation thanks to the support of local citizens. Membership at all senior centers continues to grow as more programs and social activities are added. The Interlochen and Kingsley Centers are very active thanks to

the help of both staff and volunteers at each of those locations. All Centers have received much support from their local communities.

The Commission on Aging could not do all the work we do without the help of our many wonderful volunteers. In 2012, volunteers provided over 11,000 hours of service to our organization. Volunteers do everything from answering the telephone and greeting the public at the senior centers, to processing bills and serving as board members. Each volunteer makes a big difference to the Commission on Aging and to our clients. We thank each and every one of them for their many contributions.

And finally, I could not close without thanking the taxpayers of Grand Traverse County for your support. It is greatly appreciated.

Georgia Durga  
Director

## COMMISSION ON AGING 2012 ACCOMPLISHMENTS

### TRANSPORTATION ASSISTANCE

Due to the generous donation of an anonymous donor in 2011, the Commission on Aging was able to continue to provide transportation assistance to low income senior citizens in 2012. Reduced rate BATA (Bay Area Transportation Authority) bus passes and discount transportation coupons (used to reduce the cost of rides from local taxi cabs, home health care agencies, and other transportation companies) were sold to senior citizens needing rides to doctor offices, grocery shopping, etc.

### FUNDING TO COMMUNITY ORGANIZATIONS

The Commission on Aging awarded \$ 32,400 in millage funds to community organizations for senior citizen services as follows: Meals on Wheels—\$20,000; Catholic Human Services Senior Companion program—\$10,000; Long Lake Township (Long Lake Senior Center)—\$1,200; Paradise Township (Kingsley Area Retirees)—\$1,200.

### SENIOR CENTER NETWORK

The Senior Center Network added two new satellite locations:

Acme Senior Center at Hope Village  
Fife Lake Senior Center at the Fife Lake Library

### GRANTS

The Commission on Aging received grants, totaling \$26,480, from the Grand Traverse Band, the Oleson Foundation, Home Depot, and the Grand Traverse Regional Community Foundation. Funds were used to build a shed, tables and chairs for the Senior Center Network, shuffleboard court maintenance, and to renovate the In-Home Services office (enclosure to assure confidentiality and added security, replace old/broken furniture).

### COMMUNITY ASSISTANCE

The following services were made available to the community:

- AARP Tax preparation, at no charge—331 participants
- AARP Driver Safety Classes—90 participants
- Northwestern Michigan BBQ home-delivered meals—294 meals delivered
- Baskets of Bounty—100 holiday gift packages delivered
- Project Fresh—503 booklets (\$20 value) distributed
- Heating assistance—15 senior citizens received assistance
- Transportation assistance—319 senior citizens received assistance
- Loan closet—180 senior citizens received assistance (shower benches, grab bars, walkers, wheel chairs, bedside commodes, canes)



2013 GRAND TRAVERSE COUNTY Commission on Aging board members are (front row, from left) Susan Castle, Stacey Lee Isles, vice chair; Ralph Soffredine, chair; Michelle Mercer, secretary; Rodetta Harrand, treasurer; and Sandra Busch. Back row: Cyndie Forster, office specialist; Shirley Zerafa, Larry Inman, Grand Traverse County Commissioner; Max Binkley, Karen Renny, Shawn Burt, and Georgia Durga, director. Missing when this photo was taken were board members Christine Maxbauer, Grand Traverse County Commissioner; and Al Pedwaydon.

## CLIENTS SERVED IN 2012—In-Home Services

PROGRAM	CLIENTS	HOURS/UNITS OF DIRECT SERVICE
Information & Referrals	13,184	13,184
Homemaker Aide	880	16,058
Home Health Care	180	8,011
Home Chore	943	8,365
Respite Care	94	6,514
Client Assessments	2,240	2,240
Foot Care	179	2,464
Personal Emergency Response Units	701	6,000
Holiday Gift Baskets	100	100
Loan Closet	180	244
Heating Assistance	15	15
Transportation Assistance	319	3,084

## 2012 TOWNSHIP REPORT—In-Home Services

TOWNSHIP/CITY	CLIENTS SERVED	HOURS OF SERVICE
Acme	76	1,787
Blair	92	2,119
City of Traverse City	515	15,313
East Bay	165	5,303
Fife Lake	37	911
Garfield	659	20,858
Grant	20	913
Green Lake	87	2,363
Long Lake	70	1,887
Mayfield	9	342
Paradise	69	1,455
Peninsula	101	2,696
Union	6	365
Whitewater	26	640
<b>TOTALS</b>	<b>1,932</b>	<b>56,952</b>

### CLIENT PROFILE

Total unique clients served—1,932

Average client age—80 years

Average Annual Client Income—  
 Single - \$ 21,096  
 Couple - \$30,768

## 2012 FINANCIAL REPORT—In-Home Services

### REVENUE

<b>TOTAL</b>	<b>\$ 2,393,707</b>
Millage	\$ 2,098,693
Charges for Services	\$ 210,163
Fund Balance	\$ 30,602
Contributions & Memorials	\$ 24,846
Local Grants	\$ 17,585
Interest Earned	\$ 8,642
Other (Sales of fixed assets, reimbursements, fund raising)	\$ 3,176

### EXPENDITURES

<b>TOTAL</b>	<b>\$ 2,393,707</b>
Personnel Expenses Salary and benefits	\$ 1,889,214
Commodities Office supplies, printing, baskets of bounty, copying, postage, uniforms, small tools, equipment, gas, oil, other supplies	\$ 70,124
Contractual Services Contract services (transportation, wait lists, PERS), auditing, dues, subscriptions, data processing, telephone services, travel, conferences, wait list vouchers,	\$ 236,760
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)	\$ 187,124
Capital Outlay Buildings, machinery/equipment, vehicles, office equipment	\$ 10,485

“To all the employees  
who make life better  
for my Mom,

*thank you.”*



## 2012 FINANCIAL REPORT—Senior Center Network

### REVENUE

<b>TOTAL</b>	<b>\$ 497,796</b>
Millage	\$ 411,297
Charges for Services, Sponsorships, Sales, Commissions	\$ 66,709
Fund Balance	\$ 0
Interest Earned	\$ 1,989
Local Grant	\$ 15,000
Contributions & Memorials	\$ 2,721
Other (Sales of fixed assets, United Way, reimbursements)	\$ 80

### EXPENDITURES\*

<b>TOTAL</b>	<b>\$ 497,796</b>
Personnel Expenses Salary and benefits	\$ 154,579
Funds for subsequent years	\$ 126,287
Commodities Office supplies, printing, copying, postage, small tools, equipment, other supplies	\$ 44,260
Contractual Services Contract services, auditing, dues, subscriptions, data processing, telephone services, travel, conferences	\$ 112,173
Other Charges Advertising, equipment repair, building rent, employee training, utilities, insurance, funds to outside agencies (Senior Centers, Project Fresh)	\$ 60,497
Capital Outlay Buildings, machinery/equipment, vehicles, office equipment	\$ 0

### ANNUAL AUDIT

The Grand Traverse County Commission on Aging is audited annually as part of the Grand Traverse County audit. The audit was conducted by Rehmann Robson for year 2011.

*“Thanks for your  
foot care program  
and for the lovely  
caregivers who  
make us and our  
feet happy.”*

## 2013 STAFF MEMBERS

### DIRECTOR

Georgia Durga

### DEPUTY DIRECTORS

Hollie DeWalt, In-Home Services  
Lori Wells, Senior Center Network

### SUPERVISORS

Jill C., Program Supervisor  
Emily R., RN, Nursing Supervisor

### ASSESSMENT AIDE

Shayeann G., CNA, Assessment Aide

### FOOT CARE NURSE

Nancy I., LPN

### HOME CHORE CREW

Curt B.  
Norm M.  
Dean D.  
Kevin J.  
Richard R.  
Jim M.

## 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  
Alzheimer's Memory Walk  
Area Agency on Aging Board  
BASA Senior Support Team  
Bay Area Senior Advocates (BASA)  
Bay Area Transportation Authority Local Advisory Board (BATA)  
Grand Traverse County Parks & Recreation Network  
Interlochen Community Days  
Kingsley Days  
Michigan Association of Information & Referral Specialists  
Michigan Association of Senior Centers  
Michigan Directors of Services to the Aging (MDSA)  
National Cherry Festival  
National Physicians Organization Service Providers Fair  
Northwest Michigan Volunteer Administrators Association  
Northwestern Michigan College BBQ Board & BBQ  
Parkinson's Network North  
Parkinson's Summer Forum  
Senior Expo (BASA)  
The Rock (Kingsley) Fishing Derby

## MEMBERS SERVED IN 2012—Senior Center Network

### MEMBERSHIPS

New	743
Renewed	1,014
Total	1,757

### EVENT PARTICIPANTS

Acme	190
Fife Lake	288
Interlochen	1,955
Kingsley	1,015
Traverse City	12,380
TOTAL	15,828

### UNITS OF SERVICE

Acme	259
Fife Lake	341
Interlochen	4,691
Kingsley	3,497
Traverse City	37,413
TOTAL	46,201

### INFORMATION & ASSISTANCE

8,182 contacts

## 2012 TOWNSHIP REPORT—Senior Center Network

<u>TOWNSHIP/CITY</u>	<u>CLIENTS SERVED</u>	<u>HOURS OF SERVICE</u>
Acme	95	1,165
Blair	77	1,666
City of Traverse City	369	7,911
East Bay	194	4,325
Fife Lake	9	549
Garfield	470	9,792
Grant	9	77
Green Lake	131	2,620
Long Lake	120	2,006
Mayfield	15	365
Paradise	53	2,148
Peninsula	187	2,465
Union	2	4
Whitewater	26	466
<b>TOTALS</b>	<b>1,757</b>	<b>35,559</b>

## VOLUNTEER CONTRIBUTIONS

In 2012, the Commission on Aging was the recipient of 11,341 hours of volunteer services. At a value of \$20.63 per hour, that was a cost savings to the Commission on Aging of \$233,965.

Services provided included:

- Reception and office duties
- Preparing bills and mailings
- Facilitate Senior Center programs
- Assisting with congregate meals
- Packaging and delivery of holiday Baskets of Bounty
- Board member service
- Packaging and delivery of NMC BBQs
- Senior Center building maintenance/landscaping
- Senior Center programs/entertainment

## 2013 STAFF MEMBERS

### HOME HEALTH AND RESPITE AIDES

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

### HOMEMAKER AIDES

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

### IN-HOME SERVICES OFFICE STAFF

Cyndie E., Office Specialist  
Marsha J., Office Specialist  
Theresa G., Office Clerk  
Laura P., Office Clerk

### SENIOR CENTER

Brandy H., Senior Center Clerk  
Ericca H., Program Coordinator  
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



Our thanks for the very generous check to help with the furnace and for the very special girls who do the cleaning and my shower.

*Thank you—  
we do appreciate.*