

CARE RESOURCES

2023 Community Report



Our Mission

To offer long-term care choices that promote independence, dignity, and a high quality of life for the elderly members of our community.

Our Vision

To be best practice in care, service, and quality—assuring financial health and growth that results in being a PACE leader in the state of Michigan and nationally.

Our Values

- Preserving Quality of Life is our commitment to the people we serve.
- A Holistic Approach that embraces a person's physical, mental, and social health.
- Responsiveness to the people we serve by continually addressing their needs.
- Collaboration through partnerships to utilize community resources to help the people we serve remain in their home.

Our Owners

Care Resources is a partnership between Holland Home, Reliance Community Care Partners, Dominican Sisters ~ Grand Rapids, University of Michigan Health-West, and Pine Rest Christian Mental Health Services.

Our Team

Care Resources is comprised of a team of 196 people, including providers, nurses, social workers, pharmacists, and physical, occupational, speech, and recreational therapists. Our team also includes transportation specialists, participant care assistants, intake specialists, and administrators.

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A Letter from Our CEO



As the saying goes, the farther backward you can look, the farther forward you can see. Looking back over the past 12 months, we know that 2023 was all about planning for the future. From instituting new technology and partnerships that will make life easier and

healthier for our participants, to executing plans for a second location that will allow us to grow and serve even more seniors, I couldn't be prouder of the work we've done to position Care Resources for continued success.

I'm thrilled to share that construction on our new site is well underway in Lowell. It's exciting to see our vision become a reality. Our new building will offer state-of-the-art amenities, including a therapy gym, clinic, and outdoor courtyard. Moreover, we'll be able to provide all-inclusive care to an additional 125 participants, fostering independence and a high quality of life. We enjoyed our groundbreaking photo shoot in October and look forward to a grand opening in fall 2024. Read more on [page 6](#).

In addition to building a new site, we've built new partnerships over the past year. In the fall, we teamed up with The Dementia Institute to offer a new "Day Center at Care Resources" program for all seniors, including those living with dementia. The collaboration has proven to be successful as we already have new participants enrolled! We've found so much value in the training that the Dementia Institute has provided to our team. Six of our staff members now hold a range of certifications to ensure the highest level of care, not only for our participants but for families and caregivers as well. We look forward to more of our team becoming certified in 2024. Read more about this partnership and our staff's certifications on [page 7](#).

With so much excitement going on with our organization, we knew it was time to update our website. I'm particularly proud of our robust news page, which showcases all of the media coverage Care Resources received throughout 2023. Our knowledgeable staff has been featured in many outlets, from online publications to television and radio interviews. We appreciate the opportunity to communicate regularly about all of the life-changing services we offer. Please be sure to visit our website and read more about the enhancements we've made on [page 17](#).

Everywhere I look, I see ways we spent 2023 taking big steps to make sure our team and our participants have the resources they need to thrive. This community report is filled with updates that reflect how we've worked together as a team, improved quality and patient care, and very importantly, had lots of fun with our participants.

As always, we're eager to hear your thoughts and ideas on how to improve Care Resources. We strive to work closely with participants, families, caregivers, partners, and community members to make our program the best it can be. I want to thank you for taking the time to stay updated and involved. We're proud of our highly unique model of care, and we look forward to growing it even more with your help and support.

With best wishes for your health in this new year!

Tracey McKnight

Tracey McKnight, RN, BSN, MM
CEO, Care Resources PACE



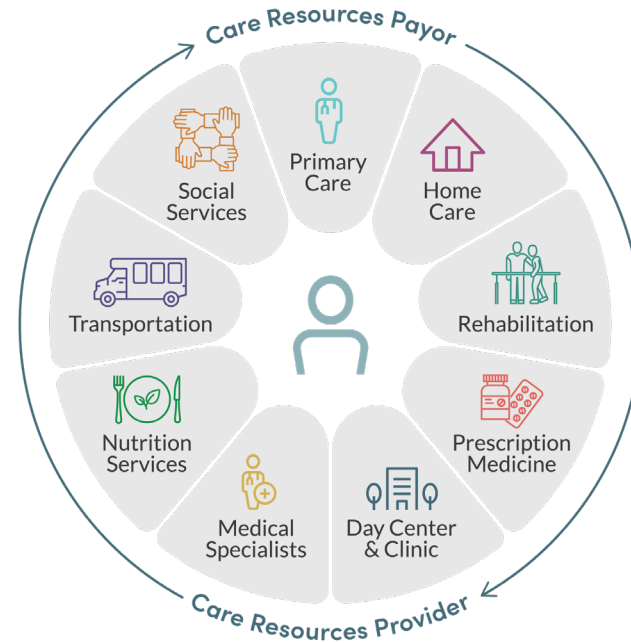
About Us

Care Resources is a Program of All-inclusive Care for the Elderly (PACE®), a national healthcare program funded by Medicare/Medicaid. PACE is a community-based program for adults 55 years or older that promotes healthy, independent living and helps prevent nursing home placement. Our program is all-inclusive concierge care led by skilled primary care providers and an interdisciplinary team with 11 specialties represented. Care Resources embraces physical, mental, and social health, making healthcare accessible and affordable.

What We Offer

- Complete Physician Practice
- Full Day Center Services
- Extensive Rehab Gym
- Medical Transportation
- Inpatient & Outpatient Care
- In-house Specialties: Audiology, Dentistry, Ophthalmology, Podiatry, Psychology
- Home Healthcare
- On-site Pharmacy & Medication Management
- Social Service Support
- Meals & Grocery Delivery

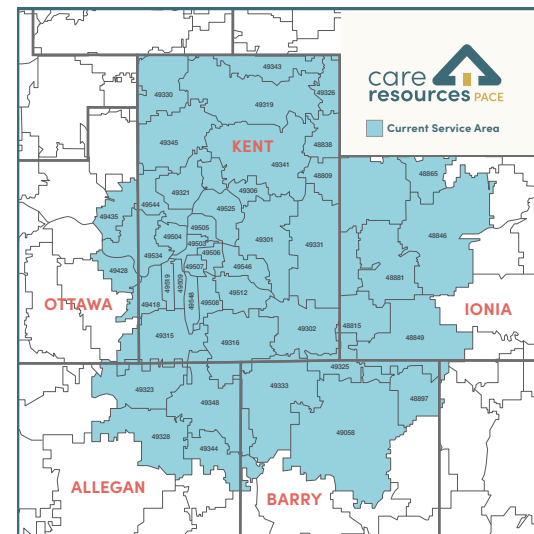
Care Resources also offers a Private Pay option for those not eligible for Medicaid. All Care Resources services and Medicare Part D prescription plans are included in Private Pay.



Who We Serve

Adults who meet the following criteria:

- 55 years or older
- Resident of Kent County or these select zip codes in Allegan, Barry, Ionia, and Ottawa Counties: 48809, 48815, 48846, 48849, 48865, 48881, 48897, 49058, 49302, 49315, 49316, 49323, 49325, 49328, 49331, 49333, 49344, 49348, 49418, 49428, 49435, 49534, 49544
- Able to safely live in the community
- Meet the State of Michigan nursing facility level of care



The Interdisciplinary Team (IDT)

IDT is the core decision-making body at Care Resources composed of the following teams:

Primary Care Providers & Nurses

Coordinate all medical care for each participant.

Social Workers

Enhance participant well-being and coordinate benefits.

Participant Care Assistants

Provide various care services necessary for attending to the personal needs, support, and health of participants.

Homecare Nurses

Evaluate home safety and coordinate homecare hours.

Physical & Occupational Therapy Staff

Assists participants with daily living as well as strength and mobility.

Dietitians

Oversee all aspects of nutritional health.

Pharmacy Staff

Works with you, your family, and your physicians to ensure medications are up-to-date and taken properly.

Recreational Therapy & Activity Staff

Schedules and coordinates programs and activities at the Day Center and at home.

Transportation Staff

Schedules and provides transportation.

“I love being a part of the nurse care team at Care Resources. Nurses in the clinic are great at triage and assessment. They complement the work of the home health nurses who play a vital role in seeing what participants go through every day in their homes and addressing issues before they become problems.”

- Nancy Baker, Clinic & Day Center Manager

Day Center Benefits

Participants enjoy access to the following:



Nutritious Meals



Healthy Snacks



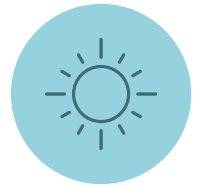
Counseling & Support Groups



Games & Shopping at our BINGO Store



Movies, Music, Crafts, & Special Events



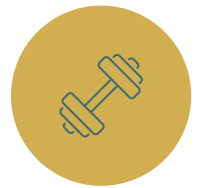
Outdoor Space & Relaxation Rooms



Computers with WiFi



Medication Assistance



Gym & Exercise Classes

What our participant families are saying:

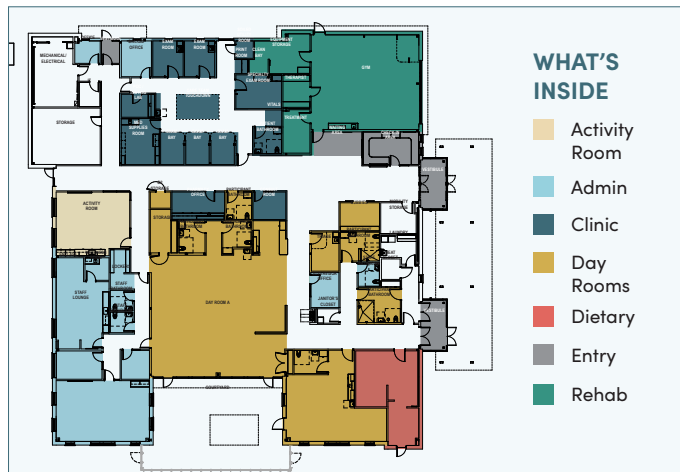
“Care Resources helped bring back the smile and laughter to my mom. After we lost dad, she became depressed. The Day Center helped her make new friends.”

New Site Planning & Groundbreaking



Lowell Site Update

Construction on our new Lowell location began in October! We're very excited to expand our outreach and become an involved community partner. With the new building, we'll be able to serve up to 125 more participants and create approximately 30 new jobs. Located on 3.4 acres of wooded property, the site will allow Care Resources participants to safely enjoy ample greenspace outdoors while large windows featured throughout the building will provide lots of natural light indoors.



We plan to open in the fall of 2024. The new facility will feature a state-of-the-art gym for rehabilitation and therapy and a full-service medical clinic. Activity areas will allow participants to socialize and enjoy games and events, while relaxation rooms will provide respite to both participants and caregivers. "With this expansion, we remain committed to offering the best care, service, and quality for seniors who wish to age in place," said CEO Tracey McKnight. Visit the news section on our website for regular progress updates. Plans are underway for a grand opening ceremony, and we look forward to celebrating with you!

Groundbreaking Photo Shoot

In October, Care Resources staff along with project members from Pinnacle Construction Group and AMDG Architects met at the new site in Lowell for a photo shoot to celebrate the groundbreaking of our new building.

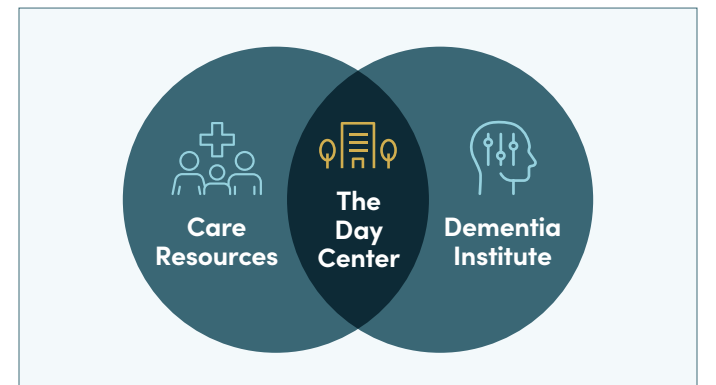
After a blessing from Board President Troy Vugteveen, Tracey McKnight gave a speech to commemorate this monumental milestone. We then took photos in front of the building sign and reminisced about the journey that led us to this special occasion. It was a fun and memorable event!



New Day Center Partnership with the Dementia Institute

During fall 2023, Care Resources established a new partnership with the Dementia Institute which has already proven to be successful! Our collaboration invites any senior in the community, including those living with dementia, to participate in a new "Day Center at Care Resources" program. Participants in this program have access to our Day Center, which provides engaging activities, meaningful social interactions, and dedicated care, without having to enroll in our full program. Additionally, our team now includes staff who's been trained to provide direct dementia care in order to better serve all of our participants (read more in the article below).

There is a half-day option (4 hours between 7:30 AM and 5:00 PM) and a full-day option (8 hours between 7:30 AM and 5:00 PM) which helps to meet the needs of participants, families, and their caregivers. The Day Center continues to offer three different rooms for varying activity levels and social needs.



We also continue to offer the same activities and events, including BINGO, arts and crafts, games, musical shows, movies, and more. Visit the events calendar on our website for a full listing of all the fun activities we have planned.

Please contact us today to discuss program eligibility, rates, and scheduling. We look forward to welcoming new friends and growing our program!

Staff Dementia Training

Care Resources and the Dementia Institute have come together to ensure the highest level of training for our team, which in turn ensures the highest level of care for all of our participants. Beginning in fall 2023, various members of the Care Resources team went through comprehensive dementia care training through Teepa Snow to achieve a range of Positive Approach to Care (PAC)[®] dementia certifications. These certifications not only allow our staff to provide quality direct dementia care to participants, but they provide the knowledge and tools to support other staff in our Day Center and even conduct in-house dementia care training for the entire Day Center team.

We're excited to continue our dementia care training efforts in 2024 as our Lead PCAs for Day Room B and C will be working to complete their Champion 3 and 4 courses to fulfill the PAC Champion requirements. Additionally, more PCAs will complete the champion courses, and staff from our Recreational Therapy team will become certified. We also look forward to

having our Certified PAC Trainers provide general training to all staff at Care Resources!

We recognize and applaud the following team members who recently earned the corresponding PAC training achievements and/or certifications:

Certified PAC Trainer

- Bethany Graham, MSN-PH, RN, CIC, Clinical Quality Manager
- Sharayaha Kester, BSN, RN, Quality Education RN

Certified PAC Consultant

- Monica Marchell, LBSW, Social Worker

Certified PAC Coach

- Allison VanZandt, Lead Participant Care Assistant (PCA), Day Room A

Champion 1 and 2 PAC Courses Completed

- Stephanie Figures, Lead Participant Care Assistant (PCA), Day Room B
- Carmelle Anderson, Lead Participant Care Assistant (PCA), Day Room C

Clinic Update with Dr. Chiavaras



Over the past six years, I've watched Care Resources' unique program and interdisciplinary team grow. In 2023, advancing technology and clinical care to improve the quality of life for participants is what stood out to me the most.

We've worked hard to expand our clinical services so participants don't have to travel elsewhere. For example, we offer IV hydration and antibiotics, whereas most doctors' offices do not. From minor laceration repairs to changing feeding tubes and catheters, we provide a comprehensive range of services. What's more, we've updated our transportation software to better schedule participant travel to and from our clinic, often the same or next day. This makes it easier for participants to get the care they need and avoid visits to the ER.

We've also formed new partnerships and grown established ones to advance our level of care. A new partnership with Faith Hospice has helped improve the quality of life for participants who need increased care but aren't ready for hospice. A provider at Faith Hospice reviews participant cases and medications and makes considerate and effective palliative care recommendations. Other partnerships include TANDEM365 and Care.Coach. Both offer a wide range of benefits

and services that expand care options, reduce hospital visits, and improve the quality of life of our participants. Read more about them on [page 16](#).

Another area of focus is managing the behaviors and symptoms associated with dementia. We're using the Harvard South Shore protocol to pick the right combinations of medications for participants with this condition. Often this allows us to replace medications that increase the potential for serious health risks with safer alternatives. These changes can be effective and may increase participants' quality of life. They also improve our clinical benchmarks when compared to other PACE programs and Medicare Part D plans.

With the expansion of our services and an increase in patient volume, we were fortunate to add nurse practitioner Delphia Croff, MSN, AGPCNP-BC. Delphia is an excellent clinician who specializes in wound care and is a positive and empathetic person. We look forward to growing our care team even more in 2024 and already have plans in place to increase the number of teams from five to six.

It's a privilege to be part of a team committed to improving our program. By implementing new technology, building partnerships, and advancing our care, we've changed the lives of so many participants. Here's to continuing that trend in 2024!

– James Chiavaras, DO, Medical Director

Staff Achievements

PACE Lifetime Achievement Award

During PACE Day at the Capitol, Stephanie Winslow, Executive Director of PAM, awarded Tom Muszynski, COO, with the PACE Lifetime Achievement Award. Recognizing his commitment to the PACE community, she proudly stated, "Tom has not only been a role model, but a mentor...with exceptional dedication and commitment, he has put his heart and soul into advocating for PACE." Congratulations, Tom, we're so proud of you!

Staff Service Anniversaries

The employees below were honored for their years of service to Care Resources and the greater Christian Living Services organization. We thank all of you for your dedication!

5 Years: Kimberly Branca, Dr. James Chiavaras, Bethany Graham, Tyrone Harris, Tracey McKnight, Nancy Pifer, Barbara Rounds, Helen Simic, Catrina Young

10 Years: Erna Bajgoric, Ryanne Mondry, Larry Sluiter, and Trang Wilson

15 Years: Steve Quist and Allison Van Zandt

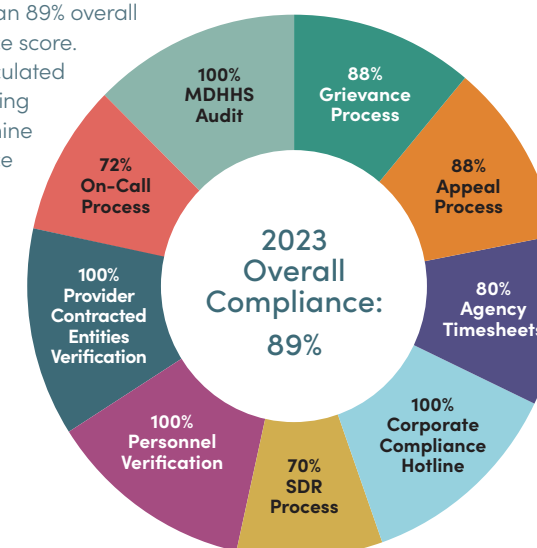
Quality Improvements

Anyone who knows Dawn Poeller, Director of Quality and Compliance, can see why Care Resources' Quality Improvement program has been so successful. Dawn joined the quality team as a manager in 2008 and took on her current role in 2013. She's been passionately working to make the program stronger every year, and 2023 was no exception.

"One of the things I'm most proud of is our compliance with the annual state audit," said Dawn. "In 2023, we completed the audit without any citations, which is a pretty big deal. Our teams worked diligently to prepare for it through staff training, participant education, and a mock survey to ensure we were ready."

Care Resources also scored high in its participant satisfaction survey, with an overall score of 89%. This exceeds PACE's 88% national average. Results were based on 103 participant interviews which yielded an 85% response rate. Dawn anticipates receiving a high score on the 2023 caregiver satisfaction survey as well. "We won't receive our results until early 2024, but based on our 2022 score, which was 90% and exceeded PACE's national average, I'm confident we'll do well given how hard we've worked on caregiver satisfaction measures."

The quality department achieved an 89% overall compliance score. This is calculated by averaging results of nine compliance areas.



During 2023, the quality team introduced a new ongoing program that measures the outcomes of five domains for participants. The following outcomes were achieved:

Domain 1 (Quality of Life): The participant satisfaction survey was used to rate overall quality of life. Additionally, through QA tracking, trending, monitoring, and reporting, the data of participants who visited the emergency room (ER) and didn't inform Care Resources was obtained. An awareness campaign was rolled out with mailed letters, ongoing education along with postcards, and information about the TANDEM365 program*. It's expected that notification rates will increase in 2024 while ER visits decrease.

Domain 2 (Functional Status): The overall fall risk of 10 participants (determined by an assessment of stability during activities of daily living, fear of falling, and perception of balance) was found to have decreased from the time of enrollment in Care Resources.

Domain 3 (Social/Behavioral Function): An increase in overall satisfaction of recreational therapy activities was reflected through a monthly participant survey.

Domain 4 (Cognitive Ability): A significant increase in cognitive abilities (attention, concentration, memory, and more) was identified for a group of participants when measured upon enrollment in Care Resources versus a year later.

Domain 5 (Physiological Wellbeing): Improvements in various clinical outcomes were recorded for participants enrolled in Care.Coach.* These include a lower average number of falls and visits to the ER among participants in Care.Coach compared to others not in the program.

The team looks forward to continuing their work in compliance and all areas of quality in 2024. "We're proud of the work we've done over the past year. However, if there's room for improvement, we'll strive for it!" For those who know Dawn, that's no surprise.

*Read more about TANDEM365 and Care.Coach on page 16.

Financial Spotlight



A Reflection on 2023

Reflecting on my first year as a full-time employee of Care Resources, I can't help but think of how special this organization is. The participants we serve have a special place in all of our hearts, and the passion our staff

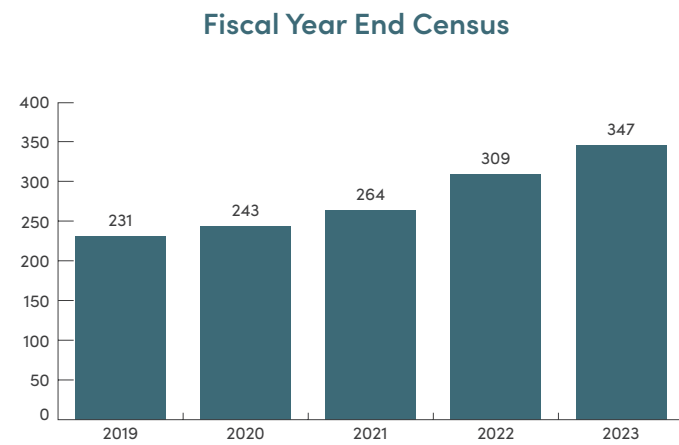
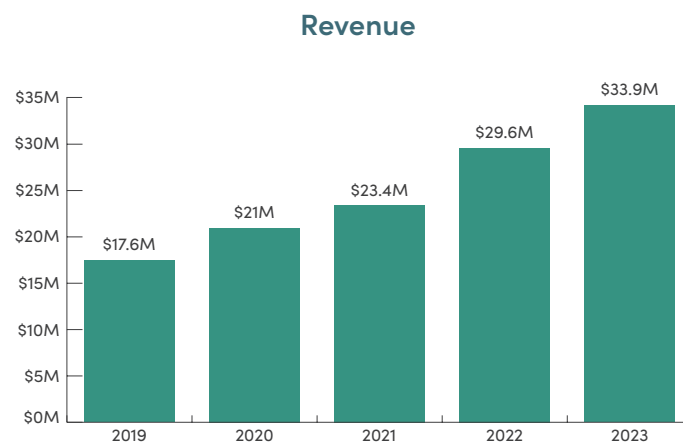
has for each participant continues to impress me. I had the privilege to meet with every department this year which gave me a better understanding of how each discipline works, and it was an opportunity to explain the connections between clinical operations and finance more in depth.

One of our biggest achievements in 2023 was to move forward with a second location. As we have grown over the past few years, we realized the need to build a second Day Center with the anticipation to reach out into more communities in eastern Kent County. We couldn't have moved forward on this expansion without the improved financial performance of Care Resources during the last few years. The improved finances are a result of our staff, who has worked hard to handle increases in census while providing quality care. Although 2023 was a year with a lot of growing pains, I believe this year positions us for great success in the future.

- Steve Quist, Chief Financial/Strategy Officer

CFO's Report: Fiscal Year 2023

- Revenues for fiscal year 2023 were up \$4.2 million over FY2022, a result of 38 more participants served in FY2023. *See charts below.*
- We continued to partner with Capstone Performance Systems, a consulting firm that helps to optimize revenue by achieving accurate data and documentation through training, coaching, and chart reviews. We've worked with Capstone since 2019 to continue optimizing our processes related to Medicare's risk adjustment payment. Our team of primary care providers continues to achieve a risk adjustment score that's higher than the Capstone Performance Systems' average client score.
- With our improved financial health, we were able to begin construction on a second center in Lowell.
- We continue to invest more funding into marketing and community outreach to educate more people about Care Resources and PACE.
- In an effort to keep more participants living in their homes, we increased our homecare hour utilization in FY2023.
- Care Resources' growth and success wouldn't be possible without our excellent staff. In FY2023, we had 196 staff members serving in multiple disciplines; this is an increase of 34 employees since the end of 2022. *See chart on page 11.*



2023 Year at a Glance

410
Participants served
(increase of 36 from 2022)

107
Total enrollments

328 Average monthly census

50,500+
Meals provided to participants

42 months
Average length of care for our participants

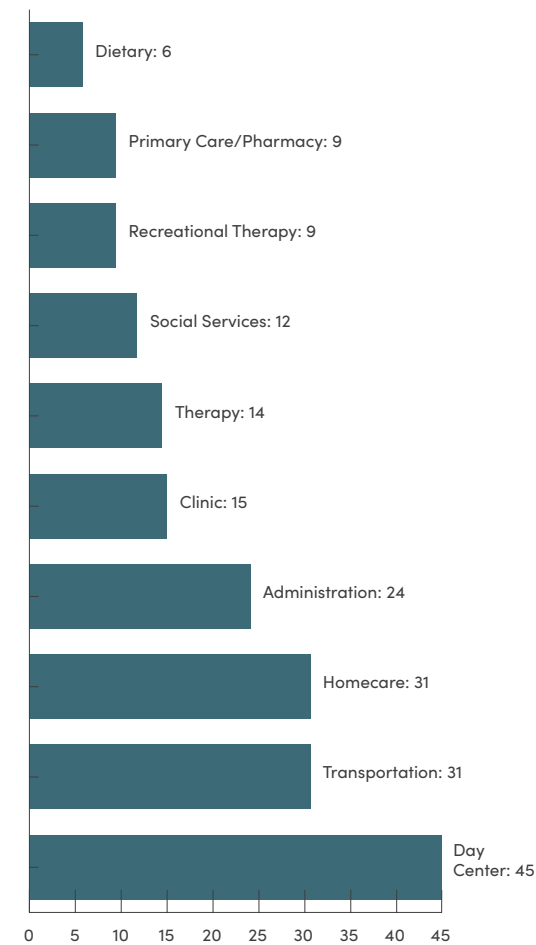
57,743
Homecare hours

983 Average member months

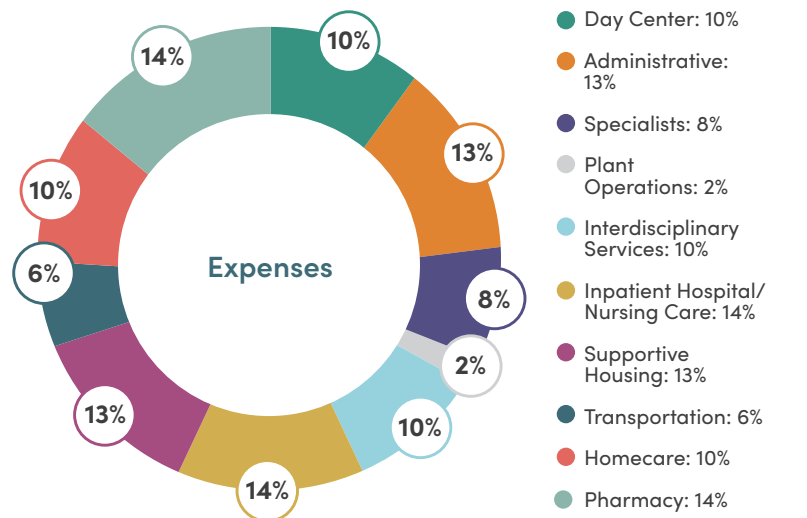
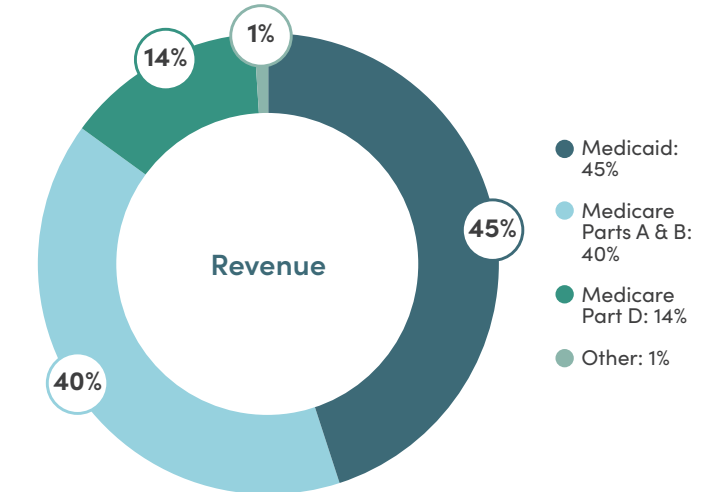
445,700
Miles traveled by Care Resources vehicles to transport participants

1,000+
Activities planned for participants

Employees by Department



Employees at Year End: 196
Total Payroll: \$8,905,906
Total Hours Paid: 307,716



Boosting Community Health



Vaccination Updates

Care Resources is committed to providing a safe and healthy environment for all of our participants and staff. In 2023 we offered the 2023/2024 COVID-19 vaccine booster to provide improved protection against the most common strain of COVID-19. By December 2023, 75% of eligible participants who were offered the vaccine were vaccinated. There are additional participants who we've not yet reached to offer the vaccine, and our team will continue to reach out in 2024.

We also encourage participants and staff to get a flu shot every fall. In 2023 we vaccinated 91% of eligible participants who were offered the vaccine. We continue to offer the vaccine to eligible participants who we've not yet reached. We also watch closely for cases of the flu and are always prepared to assess, test, and treat.

Beginning in November 2023, we were able to offer the new RSV vaccine which helps to protect against severe respiratory disease. By December 2023, 86% of eligible participants who were offered the vaccine were vaccinated! Efforts to reach out to more participants for this vaccination are still underway.

Our goal is to have at least 80% of eligible participants receive each vaccine. Our vaccination efforts will extend into early 2024 as we continue to offer all three vaccines to eligible participants who haven't yet had them and are interested. For participants who can't make it to Care Resources for their vaccines, they may get them at any pharmacy that offers them. We keep track of all vaccines whether they're administered at our facility or elsewhere. Our biggest goal is to prevent spread and keep everyone safe throughout the year!

Falls Prevention Initiatives

Even when seniors are careful, falls occur for various reasons. Per the most recent data for the state of Michigan released in 2020 by the Centers for Disease Control and Prevention (CDC), the percentage of falls for older adults was 29.4%. Through our model of care and multidisciplinary approach to addressing all the factors that contribute to falls, we're proud to report that Care Resources decreased our own fall rates in 2023 to 17.8%!

Below is a snapshot of what is evaluated by our teams for each participant to help prevent falls for that individual. Through the passionate work of our staff, we're confident that we'll continue to strengthen our initiatives and reduce our overall fall rate.

Primary Care Providers and Nurses: Underlying medical conditions and medical care needs.

Pharmacists: Medication management and assistive devices for taking medications appropriately.

Homecare Nurses: Home safety and medical concerns.

Occupational Therapists: Therapy needs including equipment for safe performance of daily living tasks.

Physical Therapists: Therapy needs and equipment to ensure safe mobility.

Dietitians: Optimization of nutrition and fluid intake.

Recreational Therapists: Participation in Care.Coach in-home telehealth programming (read more about this program on [page 16](#)).

Participant Care Assistants: Assistance with mobility and selfcare tasks, preparing meals and grocery shopping, and/or reminders to eat, drink, and take medications.

Social Workers: Needs for additional support services and community services.

Transportation Staff: Assistance and equipment needs for safe transport.

Participant Moment



Jan Schutte makes people smile. As a Care Resources participant for over five years, Jan is a familiar face around the Day Center, but the reason she's so beloved by Care Resources staff and participants is because of her passion for meeting new people and building relationships.

"I really love being around other people," Jan said of her days at the Day Center. "Just visiting, hearing about their lives, and commenting on what's going on around us gives me joy."

Jan's love of conversation makes her a great Participant Representative for the Participant Advisory Committee (PAC). The position is designed to help staff receive more feedback from participants. "I like having my ideas heard but also being able to share what I'm hearing from other participants,"

said Jan of the monthly PAC meetings. "I also enjoy sharing the wonderful things that staff members are doing to make a difference in our lives."

Born and raised on a strawberry farm in Hamilton, Michigan, Jan was close to her family growing up. She studied interior design at Kendall College of Art and Design, and also took classes at the Reformed Bible Institute (now Kuyper College). These days, Jan enjoys making necklaces, writing prayers, and shopping with friends at thrift stores to help make their homes more stylish and welcoming.

Jan credits her lifelong interests in the arts and scripture, as well as the bonds she has with her siblings and friends, for the social person she is today. Our team at Care Resources is grateful to Jan for sharing all of her talents, passions, and stories with our community.

RISE Recipients

Care Resources is fortunate to have so many hard-working staff members who go above and beyond their daily roles to serve our participants. In 2023 we formed the RISE Committee (**Recognize, Inspire, Shine, Exceed the limits**) so we can spotlight these outstanding employees! The idea for RISE came directly from input on our employee survey. Staff wanted a way to formally recognize those making significant impacts on the lives of others, and so a program was created. RISE recipients are nominated by their coworkers and chosen by a dedicated committee, led by our office manager, Karen Altom. "This isn't an ordinary employee of the month program. These recipients are staff who truly go above and beyond their job descriptions and selflessly exceed the limits."

Employees are encouraged to submit their nominations any time throughout the year. "The person who I nominated exemplifies RISE on a daily basis, bringing positivity and joy



Top Row: Caryn Milano, Katie Miller, Stephanie Figures, Rosalie Johnson, Matt Sallee;
Bottom Row: Xio McGinnis, Laura Hall, Racquel Renkema, Rachael Haveman

wherever she goes...she brings in items for those in need...she brings so much happiness and joy to both our participants and staff," said a nominating staff member. Nine employees (pictured) have been recognized so far. Congratulations to all of you, we appreciate everything you have done to make Care Resources a success!

Celebrations & Events

Kicking Off the Year



We celebrated Martin Luther King Junior Day in January and Black History Month and Valentine's Day in February. In honor of Valentine's Day, we held a dance in the Day Center. We listened to our favorite songs including "Y.M.C.A." and set up a photo booth with decorations and props. We had so much fun dancing and taking pictures!

Decades Week



Participants and staff felt like time travelers during the last week of March. We dressed up and celebrated a different decade each day of the week. We started with the 1950's on Monday and ended with the 1990's on Friday. One of our favorite activities was watching and singing to the *Grease Sing-A-Long* movie on 50's day while enjoying root beer floats!

A Prom for Everyone



During May, we held our very own prom in the Day Center. Many participants and staff dressed up while others came as they were. We danced, sang, and even crowned CEO Tracey McKnight as our queen and COO Tom Musyznski as our King! For many participants, it reminded them of their own high school dances. "It brought back fun memories and made me feel young," exclaimed one participant.



PACE Day at the Capitol

On May 16, The PACE Association of Michigan (PAM) hosted its second annual Day at the Capitol in Lansing. The goal of the event is to raise awareness and support for PACE. Participants, staff, and volunteers from all 14 of the Michigan PACE programs, including Care Resources, were present.

The event took place on the front lawn of the Capitol building and included music, dancing, and lunch with elected officials and their staff. Participants met with legislators, shared personal stories, and thanked them for their work and support. After lunch, Care Resources took a tour of the Capitol building. "It was exciting to walk through the building and take pictures together," said one participant. The event was a huge success!

PACE Day by the Numbers

- 100% PACE programs represented (14 total)
- 185 miles longest distance traveled
- 425 boxed lunches & 16 pizzas served
- 303 people wearing blue PACE t-shirts
- 16 state reps
- 10 state senators
- LOTS of legislative staff
- 4 award winners
- 1 Sheri the DJ, back again!



Summer Excitement

Summer brought on exciting events and activities. Gardening was a great way to enjoy the outdoors, and we even tried out some fun recipes with the vegetables we planted. We also enjoyed horse and car shows, flower arranging, and our annual summer bash with games and popsicles.

From May through September we had monthly barbeques, and in August we had our annual spirit week. We enjoyed dressing up as our favorite characters from Disney and Barbie!



Fall Festivities

In September and October, we celebrated Hispanic Heritage month. We enjoyed watching traditional Mexican dances and sampling authentic pastries. At the end of October, staff put on a Halloween scavenger hunt for a chance to win BINGO bucks. We also held our annual Halloween party where many staff (including those pictured above) and participants took part in the costume parade and pumpkin carving contests.



Veterans Day Pinning Ceremony

Care Resources held a ceremony in honor of Veterans Day. The following participant veterans were able to attend: Daniel D, Francisco E, Ezra H, Jerry M, James S, Arend V, and Kenneth W.

Two officers from the Michigan National Guard performed the pinning and provided a few remarks. We also sang the national anthem and recited the Pledge of Allegiance. "We're so thankful for them," said Sgt. Maj. John Gebhard as he spoke about our veteran participants, "and it truly is an honor to let them know it." We're so proud of all of our veterans for their service to our country, and we enjoyed celebrating them!

Wrapping Up the Year

While enjoying all of the end-of-year festivities, including ornament decorating, holiday painting, and our annual Christmas with Keoina variety show, we also took time to support Mel Trotter Ministries.

This is the third year we've supported Mel Trotter's mission to collect clothing for the unhoused in West Michigan. We donated over 100 pairs of jeans and several coats and pairs of boots to those in need. We're proud of everyone's contributions to this important cause.

This past year, Care Resources received support from the Purse Project. They support women, men, and children who are unhoused in West Michigan by filling purses and backpacks with personal care and other items, as well as donating pajamas and slippers. We're grateful they included donations for our BINGO store in this year's outreach. We thank everyone who donated!

Partnership Highlights

AFC Housing with Corewell Health

Care Resources has been partnering with Corewell Health since fall 2022 to provide adult foster care (AFC) housing exclusively for qualifying Care Resources participants. Three houses on Kalamazoo Avenue are available for the program and located next to the Care Resources campus. There are 8-12 beds in each house, which allows for 30 permanent residents and two beds for short-term care.

Corewell Health owns, manages, and staffs the homes, providing full-service care 24 hours a day, 7 days a week. Each establishment provides a home-like setting with programs and activities to support daily living. Currently, two of the homes are filled, and we anticipate placing more eligible participants in the upcoming year!

Our AFC housing program is a great solution for participants in need of this model of care. We couldn't be happier with our partnership, and we look forward to continued growth and success!

TANDEM365

Care Resources continued its partnership with TANDEM365 to provide community paramedic services for participants. TANDEM365 helps with the care of moderate to urgent medical care needs in the comfort of a participant's own home. They are available 24 hours a day, 7 days a week, and can provide treatments for minor injuries, mild breathing issues, nausea, dehydration, swelling, and more.

Participants may call our main Care Resources phone number to treat urgent care matters and avoid calling 911 and/or going to the hospital emergency department or a local urgent care facility. Even if Care Resources is closed, our after-hours primary care team is available to help by evaluating a participant's situation and providing guidance. If appropriate, we will then contact TANDEM365 for further assistance.

We look forward to continuing our partnership with TANDEM365, especially as they grow their team with a registered nurse and additional services in the upcoming year. We're confident that they'll help prevent future hospital visits for many of our participants!



Care.Coach

We've seen very positive outcomes from our partnership with Care.Coach! Since the beginning of the partnership in 2021, we've now distributed 117 devices into participants' homes with the goal of distributing up to 150 devices in 2024.

The telehealth system uses a friendly avatar to promote healthy, safe, and independent lifestyles. The device acts as a personal support system that provides reminders, fitness and nutrition coaching, games, and more. Staff is also able to utilize the video chat capabilities for counseling sessions and visual assessments to determine needs and severity of situations.

During 2023, Care Resources conducted a research analysis of the Care.Coach device. Our research showed that participants using Care.Coach had a lower average number of emergency room visits, hospital admissions, and falls than participants who didn't use the program.

We're extremely proud of the success we've had with Care.Coach over the past couple years, and we're excited for even more participants to benefit from the program! For more information about Care.Coach and our research findings, please contact a member of our team.

Program Updates

Myths & Mugs

In January, we recorded two more videos for our Myths & Mugs series in which our team dispels common myths and helps to answer important questions about our program. In our third episode: Care.Coach and Other Home Healthcare Services, staff members, Garth Falkins, Recreational Therapy Manager, and Morgan Ballmann, Technology Coordinator, discuss Care.Coach and other telehealth and telemonitoring services offered to our participants. In our fourth episode: What is PACE?, we welcomed Tracey McKnight, CEO, and Stephanie Winslow, Executive Director of PAM, to provide an overview of the PACE program and the benefits it offers to participants and families.

We're excited to continue this series and provide insight into what makes Care Resources a great program. Be sure to check out these videos on our website! If you have any suggestions for future topics, please contact a Care Resources team member.



Participant Photo Shoot

In February, 10 participants and 7 staff members participated in another photo shoot at Care Resources. The photos have been displayed throughout our marketing materials and on our website. In addition, they've been featured throughout our transportation fleet including our buses, vans, and other vehicles. The photo shoots are a favorite amongst the participants and staff. There's been so much interest for another session, plans for a third photo shoot are in the works for 2024. Continue to look out for more familiar faces in the spotlight soon!



Website Enhancements

In June, we launched our enhanced website! Updates include streamlined navigation, better mobile website compatibility, and the addition of new pages, tools, and resources. Many of the updates improved accessibility and ensured ADA compliance.

We're excited that community members may now easily access and download our latest newsletters from a dedicated newsletters page. Additionally, an interactive calendar highlights events and activities for our participants while our news section now features photos and a helpful search filter.

If you haven't been to our website recently, please visit [careresources.org](https://www.careresources.org) to check it out! Be sure to keep an eye out for some of our actual participants who are now featured in photography throughout the site. We're proud of our enhanced website and hope you'll use it to stay connected!

Board & Committees

Board of Directors



Board Chair

Troy Vugteveen of
Holland Home (pictured)

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Sister Sandy Delgado
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Grand Rapids

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Care Partners

Alternates

Doug Himmelein of Holland Home/
Reliance Community Care Partners

Sister Maureen Geary of Dominican
Sisters - Grand Rapids

*We thank the members of our Board of Directors
for their time, effort, and support!*

Participant Advisory Committee

Care Resources invites all participants, families, and caregivers to join our monthly Participant Advisory Committee (PAC) meetings. We're fortunate to have Jan Schutte as our Participant Representative. She served in the role during 2023 and will continue to serve in 2024. This appointed position helps to ensure that all participant voices are heard. Jan and others are encouraged to share feedback, ideas, and requests. They may weigh in on anything from meals served to Quality Improvement initiatives, and whatever else is top-of-mind.

We thank Jan for her continued leadership! The input we receive at PAC meetings makes a significant impact on our success. For upcoming agendas and updates, please check our PAC board in the west hallway of Care Resources.

Community Advisory Committee

Seeking to understand how Care Resources is perceived by our community and to help brainstorm ways to reach more eligible seniors, we established the Care Resources Community Advisory Committee in 2021.

This council is comprised of community leaders who drive change by meeting regularly to share perspectives, stories, thoughts, and insights. The committee also reviews and advises on Quality Improvement initiatives. Thank you to the following individuals for their service on the committee and their ongoing support of Care Resources:

Margaret Chamberlain

Rolf, Goffman, Martin & Lang

Blair Davis

Cunningham Dalman

Ronald S. Duemler, MD, MS, CMD

Trinity Health Grand Rapids Hospital

Marcy Emmelkamp

Reliance Community Care Partners

Suzanne Filby-Clark

Area Agency on Aging of Western Michigan

Robin Genther, RT, CMPE

University of Michigan Health-West

Priscilla Kimboko, PhD

Grand Valley State University

Sallie Prins

Landmark Health

Kim Smith

Corewell Health

Kate Veenstra DNP, MSN, RN, CNL, CMSRN, ACM, NEA-BC

University of Michigan Health-West

Rene Wheaton

Christian Living Services

Sarah Wheeler

Disability Advocates of Kent County

Looking Ahead

Throughout our report we focused on a theme of preparing for the future. We're excited to look ahead and take our next steps. As we position ourselves for 2024, growth and efficiency are top-of-mind. The following are new programs and technology that we'll be implementing to help us achieve our goals:

Momentm's NovusMED: Transportation scheduling portal for team visibility into participant location during travel and expected arrival and departure times.

SMARTMD: Software to improve referral tracking and enrollment efficiency.

MedBridge: Educational training program for staff with opportunities to earn CEUs.

Generations: Internal staff scheduling program with features to connect care teams, simplify daily tasks, and maintain compliance.

Leadership Training: Program for leadership to develop the skills necessary to be successful and effective in a growing PACE environment.

Make a Referral

Are you a provider who cares for someone who may qualify for our program?

Please reach out to us so we may help assess the needs of your patient.

Call our intake line at
616.913.2006 or
1.800.610.6299 • TTY 711

Fax our referral form to 616.913.2003; request a referral form by emailing info@careresources.org with subject line: Referral Request Form

We look forward to helping you and your patient!

Donate Today

With your donation, Care Resources can improve the quality of life for our participants and enhance their experience while in our program. Your donation is a tax-deductible contribution to a 501(c)3.

Visit our website: careresources.org/donate to give a gift of any dollar amount.

We thank you kindly for your support!



Stay Connected

Call us with any questions: 800.610.6299

Visit our website: careresources.org

Engage with us on our Facebook page: facebook.com/careresourcesPACE

Check out our Instagram page: instagram.com/careresourcesPACE

Watch our videos on our YouTube channel: bit.ly/CRYTvideos

Talk with your social worker or any Care Resources staff member



Amazon Wish List

If you enjoy shopping as much as our participants and would like to do so for a good cause, please be sure to check out our Amazon Wishlist. Included are items to stock our BINGO store and help with the care and comfort of our participants. We appreciate your generosity!



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