

# 2021 Community Report





## Growing Our Community: A Letter from our CEO

In looking back at all that we have accomplished since the beginning of the pandemic—the initiatives committed to, the partnerships formed, the investment of our state and federal legislators including Congressman Peter Meijer, State Senator Mark Huizenga, State Representative Mary Whiteford, and much more—I could not be prouder of how our community has risen to the challenge. I am inspired by our resilience, our tenacity, our commitment, and our creativity. At Care Resources PACE®, our services never stopped thanks to our amazing team.

In the last year, Care Resources set many growth goals. Primarily, we wanted to reach and enroll more eligible participants. We set a goal to increase our monthly net enrollment from one per month to ten per month by November 2021, and we surpassed this goal! At the end of 2021, we increased our participant total from 233 to 277—that's nearly 16% more seniors for whom we were able to provide comprehensive care! We accomplished this in two ways: by rolling out a service area expansion to cover many more seniors in West Michigan, and by significantly shortening our intake to enrollment processing time. Providing care for more members of the 55 years or older community is our ongoing goal, and we look forward to welcoming new participants in 2022.

And that's not all. Our hybrid home-health model—including our partnership with care.coach, a platform that provides participants with an active avatar that can respond to their needs in real time—continues to help our participants thrive. Our community greatly benefits from home care and telehealth visits, telemonitoring services, and on-site clinic testing, treatments, and procedures.

It has truly been an exciting year. We celebrated 15 years of service and two years in our new building; we partnered with Kent County Health Department to provide COVID-19 vaccines and boosters to our participants and staff; and we formed a new advisory committee to receive direct input from local organizations. And as always, we are eager to hear your thoughts and ideas on how to improve Care Resources. We strive to work closely with participants and their families to make sure all parties receive the support they need.

I want to thank you for reading this, thank you for keeping the program growing, and thank you for everything that you do to keep yourself and your family safe. We are proud of our highly unique model of care, and so glad to have you with us.

With best wishes for your health in this new year,

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

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 and Outpatient Care
- In-house Specialties: Audiology, Dentistry, Ophthalmology, Podiatry, Psychology
- Home Healthcare
- On-site Pharmacy and Medication Management

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, which is made possible by the increased space our new building provides.

### 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



### 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.

### 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.

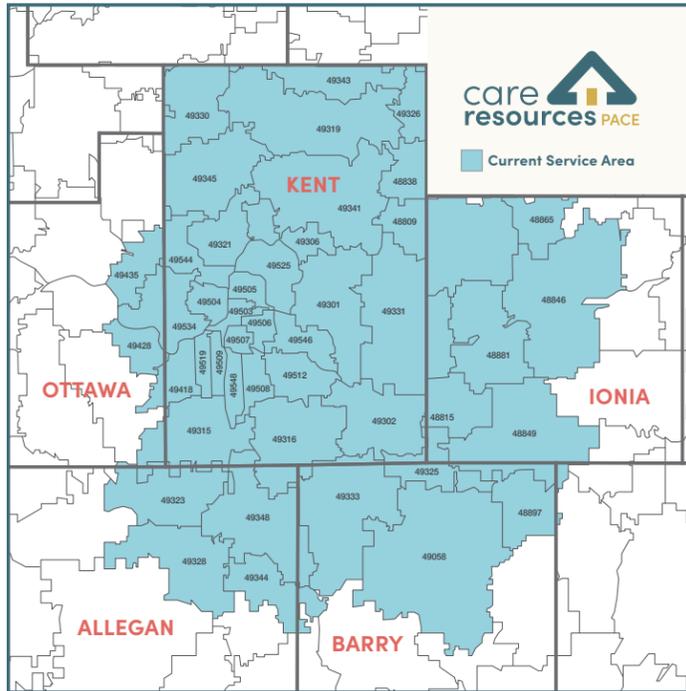
### Our Team

Care Resources is comprised of a team of 141 people, including providers, nurses, social workers, pharmacists, and physical, occupational, speech, and recreational therapists. Our team also includes transportation specialists, participant care aides, intake specialists, and administrators.

## Table of Contents

- 1.... Growing Our Community:  
A Letter from our CEO
- 4 .... Our Service Area Expanded!  
4 .... Cheers to 15 Years!
- 5 .... Boosting Community Health  
5 .... COVID-19 Response
- 6 .... Clinic Update with Dr. Chiavaras  
6 .... Team Member Spotlight
- 7 .... 2021 Year at a Glance
- 8 .... Event Highlights
- 10... Partnership Highlights
- 11 ... Quality Improvements
- 12... Board of Directors
- 12... New Advisory Committee





## Our Service Area Expanded!

In 2021, we expanded our Service Area. Care Resources now provides services to residents of select zip codes in **Allegan, Barry and Ionia** counties. We continue to serve in **Kent** county and select zip codes of **Ottawa** county. Please see the map of our expanded service area.

Our team is eager to serve the 55 years or older population in Michigan. We support and protect our participants so they can safely age at home. Clinical care services, home care, meals and medication deliveries, and telehealth are only some of the services we offer. The physical, mental, and social health of our participants is our top priority!

Local seniors need Care Resources services now more than ever. We can help make that happen! Because aging at home is your goal – and our priority.

## Cheers to 15 years!

Care Resources celebrated a milestone anniversary this past year! 2021 marked our 15th year in business helping seniors in our community; we could not be prouder of this milestone and the work we've done. We also took some time to celebrate our 2-year anniversary of moving locations from Grace Avenue to our new home here on Kalamazoo Avenue in August 2019. We truly have a phenomenal team of caregivers and an amazing program.

Thank you to our participants for allowing us to work with you each day, to your families for their support, and to our staff for gracefully giving your time and talents to make this program such a huge success. We could not be who we are without the support of everyone who has helped us over the years.

**15 years strong. 15 years proud. 15 years of memories. Cheers!**



## Boosting Community Health

In spring 2021, we helped 199 seniors receive the initial COVID-19 vaccine. Working with the Kent County Health Department, we ensured our participants could access the vaccine and receive the care they need. Because many of our participants had challenges navigating the primarily virtual appointment process at other vaccine sites, and knowing our participants are among the most vulnerable, we acted. Care Resources hosted vaccine clinics on March 1st, March 29th, and May 6th, 2021. The clinics were a great success and made the news! We were featured on WZZM13 and in Cedar Springs' e-newspaper, "The Bugle."



In fall and winter, we were excited to offer COVID-19 vaccine boosters per CDC recommendations. Nearly 62.1% of our eligible vaccinated participants are boosted as of mid-December 2021, and we continue to coordinate with nursing homes to ensure that all our participants receive this booster. Most of our participants initially received the Moderna vaccine; based on improved outcomes shown in the "mix and match" vaccine data, most of our participants have received a Moderna booster as well to complement their Moderna, Pfizer, or Johnson & Johnson initial shots.

Thank you to the Kent County Health Department for their ongoing collaboration, to the media for raising awareness of the spring clinics, and to Atrio Home Care for partnering with us. We put safety and wellness first, and we are proud of what we have and continue to accomplish.

## Covid-19 Response & Safety Guidelines

Our team continues to assess participant needs based on care plans and rising COVID-19 cases.

### We offer:

- Clinical care and prescription medications per individual treatment plans.
- Telehealth, telemonitoring, and home care services incorporated as appropriate.
- Social services support via calls, visits, and online interactions.
- Meals delivered to participants' homes or provided at the Day Center.
- Grocery shopping for participants as needed.
- Transportation to and from the Day Center and approved medical appointments.
- Physical, occupational, speech, and recreational therapy.

### All safety protocols in place for Care Resources continue:

- Masks are required at all times in the Day Center and on buses.
- Temperatures are taken as participants board buses and daily before staff begin work.
- Social distancing is required.
- Participant attendance at the Day Center may be limited and scheduling may be changed to guarantee social distancing.
- Frequent hand washing is required.
- Cleaning of high-touch surfaces occurs daily; industrial cleaning occurs weekly.
- In-house testing is available for all staff and participants who report COVID-19 symptoms or have been knowingly exposed to COVID-19.

We appreciate your patience and understanding as we navigate how best to serve you in this ongoing pandemic.

## Clinic Update with Dr. Chiavaras



Hi. My name is Dr. Chiavaras. I've been with Care Resources for four years and have had the privilege of watching this amazing program and its interdisciplinary team grow and change in that time. I want to take a moment to acknowledge the work of our entire team at Care Resources. From our

physicians, RNs, and nurse aides to our social workers, pharmacist, and leadership, I am continuously in awe of the work each of us does to provide the best possible care for our participants.

Our team and what we offer at Care Resources is unique. We treat our patients on-site and in a timely manner—participants don't have to wait for an appointment. Our primary care providers and their aides travel daily to participants' homes to deliver medication, assess medical needs and conduct care, refer to specialty care as needed (we have in-house physical and occupational therapy), and reduce emergency department visits. We are happily and readily available, and all five primary care providers know each of our now 277 participants' medical

histories, current needs, and families. This allows us to truly provide personalized care, and makes our participants feel valued. At Care Resources, we cultivate a special level of trust with our participants.

This has also been another trying year for all healthcare workers, and our interdisciplinary team has continued to rise to the challenge of maintaining the health and safety of our participants. During the COVID-19 surge with the delta variant, we were proud to partner with Atrio Home Care to administer monoclonal antibody treatment to eligible participants, often right in their homes. In addition to the vaccines and boosters we were able to offer, this treatment further prevented severe illness and hospitalization due to COVID-19 and helped us improve our best practices as we keep abreast of variant and surge data, and make quick decisions in participants' best interests.

As we continue to navigate this pandemic, I could not be prouder of our entire team and the way we work together to provide exceptional, comprehensive care. Thank you for your hard work, day in and out. Thank you for taking care of our participants and their families.

Until next year,  
James Chiavaras, DO, Care Resources Medical Director

## Team Member Spotlight



Aaron Hoholik, PharmD is the Clinical Pharmacist at Care Resources. He graduated from Ferris State University in 2009 and has board certifications in Geriatric and Ambulatory Care Pharmacy.

One of the most unique benefits Care Resources offers is our on-site pharmacy, Horizon Pharmacy. Aaron takes care of all medication needs for our members. Services like custom packaging of medications, free delivery, and \$0 copays are available to everyone.

"Aaron is a phenomenal resource. We rely on him to answer questions about pharmaceuticals and treatment plans, and he provides care and knowledge that you just don't get elsewhere," says Dr. Chiavaras.

Aaron's favorite part of his work is the people: *"I really love the way Care Resources works. I get to talk to doctors, patients, families, and facilities, and the focus is always on doing what's right for the participant,"* he says.

Aaron is an integral part of Care Resources and we are so grateful to have him with us.

## 2021 Year at a Glance

**313**

Participants served  
(increase of 41 from 2020)

**65**

Total enrollments  
(increase of 21 from 2020)

**248** Average monthly census

**2,596**

Meals delivered to participants' homes

**47** months

Average length of care for our participants

**43,771**

Home care hours

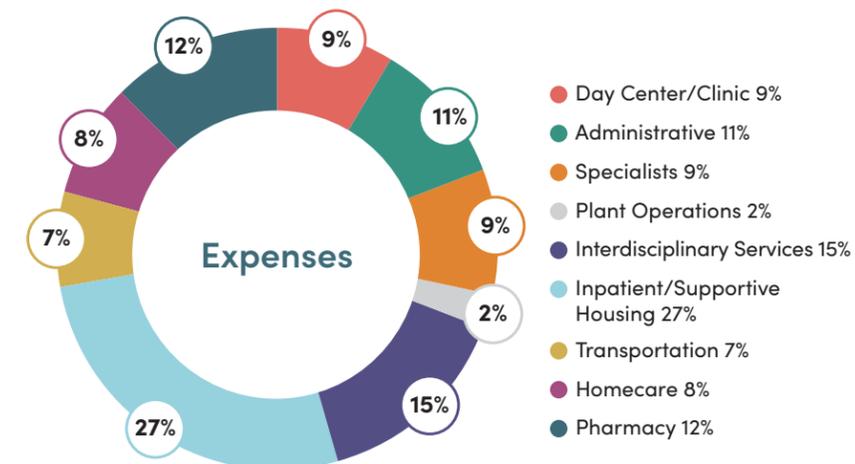
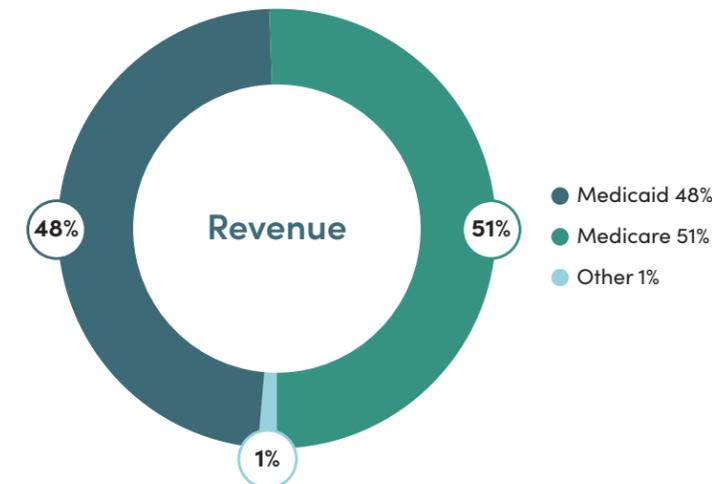
**742** Average member months

**370,000**

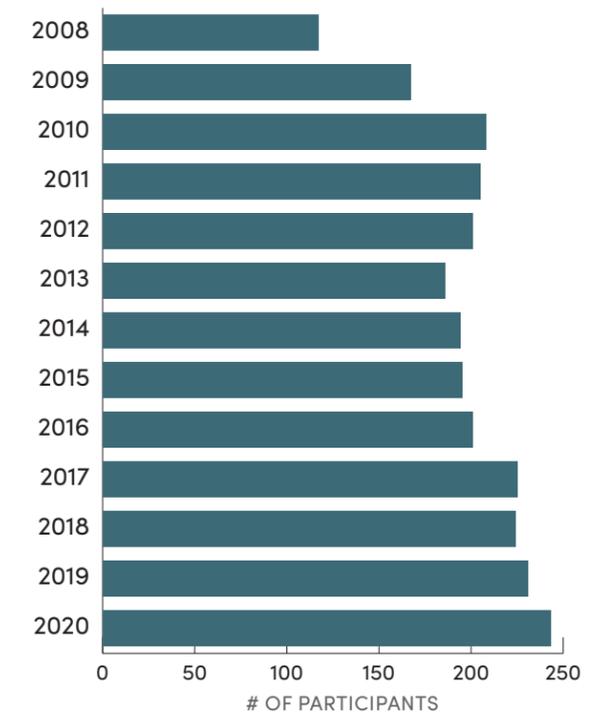
Miles traveled by 14 transportation vehicles

**5,291**

Activity bags prepared & distributed



## Census by Year (Ending Month)



## Event Highlights

### Tea for Two!

In March, the recreational therapy department hosted a tea party for our participants. We made fascinators, wore our fanciest attire, and topped participants' heads with hats of their choosing. We tasted a variety of tea and biscuits and, with pinkies raised in jest, we toasted our health!



### Walk to End Alzheimer's

On October 9th, our staff participated in the Grand Rapids chapter of the Walk to End Alzheimer's, the world's largest event fighting Alzheimer's. This disease affects many seniors and their families, and we were proud to raise funds and awareness. Thanks to our planning committee for organizing our team, designing and ordering our custom shirts, collecting and tracking our donations, and walking the walk.



### World Senior's Day

On August 21st, Care Resources celebrated World Senior Citizen's Day, a day devoted to raising awareness for the unique issues faced by seniors. Staff and participants enjoyed cookies and refreshments while socializing in the Day Center. Thank you to those who participated!



### Mel Trotter Ministries Clothing Drive

In October and November, our staff partnered with Mel Trotter Ministries to collect clothing for the homeless of West Michigan. Our goal was to collect 50 pairs of jeans—and we exceeded that goal! We were able to donate 60 pairs of jeans as well as several pairs of boots to those in need; this clothing meant a lot to that population, especially as temperatures dropped. Thank you to our staff who participated—we are very proud!



### Performance by the Ransom Street Band

On November 5th, the Ransom Street Band visited Care Resources. They played a variety of musical genres including jazz, polka, waltz, and pop covers. This band has been playing for our participants for 13 years! It's a tradition we've come to love. Due to the pandemic, we had not seen them perform since 2019. Having them back in the building was a memorable moment.

### Veteran's Day Pinning Ceremony

On November 11th, we celebrated our veterans with a pinning ceremony planned by our wonderful staff. Two members of the Army National Guard performed the pinning. We honored our 10 participants who served our country. Five of our veterans attended.



### Year-end Drive

Each year, during the holiday season, we host a year-end donation drive. In 2021, CityServe Michigan generously donated over 100 boxes of adult diapers to our supply. This year too, with the help of WCSG radio and Enterprise Fleet Management, Care Resources raised over \$1,000 in cash from staff and community members and curated 275 holiday bags for participants. These bags included items such as holiday cards and personalized calendars, personal items such as socks, body wash, deodorant, and toothpaste, as well as games and activity books. These gifts may seem small, but they have a big impact on our seniors, especially those home-bound or missing family this season. We are very grateful for those who donated to Care Resources to support our participants!



## Partnership Highlights

### Samaritas Senior Living Partnership

Care Resources has partnered with Samaritas Senior Living, a non-profit devoted to supporting seniors by offering retirement living that promotes independence. Our team is excited to support Samaritas' pilot project, the CARES Program (Caregiver Accessible Resource Education Service). This grant-funded opportunity is supported by the Michigan Health Endowment Fund.

CARES provides healthcare workers with comprehensive training in dementia care. Because of this wonderful partnership, the Care Resources staff was able to participate in an all-day training to become proficient in the Dementia Capable Care model recommended by the Crisis Prevention Institute. This ability-based model focuses on supporting varying cognitive levels and abilities of adults living with dementia to improve their quality of life.

In addition to the Dementia Capable Care training, this partnership has given Care Resources the opportunity to pilot Vuzix smart glasses through Google Glass. Healthcare providers can use this innovative, hands-free technology to enact even safer standards of care for our participants.

### Care.Coach

Care Resources partnered with Care.Coach, a platform that allows participants to talk with a captivating avatar that serves as the face for Care. Coach's team of specially-trained health advocates.

"Our participants love their avatars—they feel like they're 'real' and appreciate that they can talk to the avatars any time of day," said Care Resources' Garth Falkins. "Recently, one participant told me that she couldn't sleep. She was upset about her son, but didn't want to call him in the middle of the night. She woke up her avatar—her 'little buddy'—and it kept her company and provided comfort through the night."

Care.Coach provides compassionate, 24-7 psychosocial support, and has been an excellent addition to our telemonitoring services.

### WCSG Partnership

With nearly 160,000 loyal listeners, WCSG is a non-profit, non-commercial radio station owned by Cornerstone University that seeks to do good in Michigan's local communities. In 2021, WCSG partnered with local PACE organizations, including Care Resources, to pull off another successful Community Connections—Stockings for Seniors Drive. Care Resources was thrilled to participate in this goods drive, and looks forward to an ongoing, successful partnership with WCSG in 2022. This collaboration will help us spread the word that our service area has expanded to more seniors who hope to age at home. Thank you, WCSG, for partnering with us!



## Quality Improvements

The Quality department continues to collaborate with the Leadership Team on improvement initiatives to ensure we provide top-notch care and services.

### These initiatives include:

1. Enrolling a net 10 participants per month. In 2021, we averaged 6 per month, up from 1 per month, and several times enrolled 10 or more participants in a month.
2. Streamlining the intake to enrollment process. In 2021, we significantly reduced the time from intake to enrollment.
3. Partnering with Capstone Performance Systems; this ongoing collaboration has enabled us to train our providers in consistent charting and maximize our coding potential, thereby increasing our risk adjustment score by 30% and generating revenue to support our participants.
4. Decreasing placement of participants in supportive housing by reevaluating how to support our primary goal: providing the highest quality of care in the homes our participants love.
5. Decreasing ED visits and shortening in-patient stays by: 1) dispatching LIFE EMS to participants' homes to communicate with the primary care team and assess the need for hospitalization and 2) having our Transitional Care RN develop robust hospital discharge plans; monitoring the data in the electronic medical record and the care plan to ensure compliance with regulatory requirements.
6. Evaluating and implementing a structural change in our interdisciplinary team processes to ensure we meet regulatory requirements and provide high quality of care and service.
7. Complying with all state and federal regulations to ensure we are 100% ready for required audits. In 2021, we did a full internal audit of our participant environment and retrained our team in best practices for ensuring an optimally safe environment.



## Board of Directors



We thank the members of our Board of Directors for their time, effort, and support. This year, one of our long-standing Board members and Board Chair, Mina Breuer, President and CEO of Holland Home will be resigning after her many years of service. Troy Vugteveen of Holland Home will be taking over the role of Board Chair. Mina has had a tremendous impact on our organization and we would not be where we are today as an organization without her leadership. We will miss you, Mina!

**Board Chair:** Troy Vugteveen of Holland Home

**Vice Chair:** Sister Sandy Delgado of Dominican Sisters ~ Grand Rapids

**Treasurer:** Paul Karsten of Pine Rest

**Secretary:** Dr. Rakesh Pai of University of Michigan Health-West

**Staff:** Steve Velzen-Haner of Reliance Community Care Partners

**Alternates:**

Doug Himmelein of Holland Home/Reliance Community Care Partners

Kris Kurtz of University of Michigan Health-West

Sister Maureen Geary of Dominican Sisters ~ Grand Rapids

## New Advisory Committee

In 2021, seeking to understand how Care Resources is perceived by our community and brainstorm ways to reach more eligible seniors, we asked partners in the community to join the Care Resources Community Advisory Committee. This council drives change by meeting regularly to share perspectives, stories, thoughts, and insights.

Thank you to the following individuals for their service on the committee and their ongoing support of Care Resources:

**Elizabeth Stout**  
of Alzheimer's Association - Greater Michigan Chapter

**Harold Mast**  
of Harold Mast Consulting

**Judy Morris**  
of Disability Advocates of Kent County

**Kathryn Veenstra**  
of Metro Health

**Kristine Cleary**  
of Carrier Law

**Marcy Emmelkamp**  
of Reliance Community Care Partners

**Margaret Chamberlain**  
of Rolf, Goffman, Martin & Lang

**Priscilla Kimboko, Ph.D.**  
of Grand Valley State University

**Rene Wheaton**  
of Christian Living Services

**Robin Genther, RT, CMPE**  
of University of Michigan Health-West

**Ronald Duemler, MD**  
of Mercy Health St. Mary's

**Sallie Prins, RN**  
of Spectrum Health

**Suzanne Filby-Clark**  
of Area Agency on Aging of Western Michigan



## Stay Connected

- Call us with any questions: 800-610-6299
- Visit our website: [careresources.org](https://www.careresources.org)
- Engage with us on our Facebook page: [facebook.com/careresourcesPACE](https://facebook.com/careresourcesPACE)
- Check out our new Instagram page: [instagram.com/careresourcesPACE](https://instagram.com/careresourcesPACE)
- Watch our videos on our YouTube channel: [bit.ly/CRYTvideos](https://bit.ly/CRYTvideos)
- Talk with your social worker or any Care Resources staff member





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