

2022 Community Report





A Letter from our CEO

As I reflect on 2022, one word comes to mind to sum up the year—growth. Over the past year, we not only grew in enrollment numbers, but we’ve expanded our services and how we’re able to care for our participants. While we worked continuously in 2022 to meet the challenges of the pandemic, we also began several new initiatives that went beyond health and safety, and focused on keeping participants independent. Our goal has always been for participants to remain living at home in their communities, and we have taken huge steps towards that goal.

A new partnership with care.coach allows our participants quick access to medical care, both routine and life-saving. Through the use of a friendly and easy-to-use avatar, participants receive health and fitness coaching, safety and medication reminders, companionship, and more. Along with our at-home medical services and health aid program which offers services such as light housekeeping, grocery delivery, meal preparation, and personal care, we’re able to offer a comprehensive program to all participants.

We’ve also partnered with Corewell Health (formerly Spectrum Health) to open adult foster care supportive housing. Three homes on Kalamazoo Avenue, adjacent to Care Resources, each provide a home-like setting for 30 permanent residents, with an additional 2 beds for short term respite care. We’re so excited to have expanded our care model to help meet the needs of more participants.

Looking ahead, the beginning of 2023 coincides with the beginning of our partnership with TANDEM365, a medic service through Life EMS, our current ambulance service partner.

This partnership will help our participants avoid costly ER visits. Dr. Chiavaras will talk more about this partnership on page 6.

Nothing demonstrates our growth more than the fact that we’re up to 323 participants. Last year at this time, that number was 277. That’s an almost 17% increase in our census. Our strong growth and dedication to providing the highest quality of care prompted an update to our participant team structure in 2022. We increased the number of these teams while reducing the number of participants per each team. As we continue to grow, we know that participants will receive the same level of care and attention that they’ve always received.

Lastly, as part of our overall strategic plan which focuses on continued expansion, we worked with our board, CMS, and the state on plans to construct a potential second site. I’m excited to announce that recently we purchased property at 11730 Fulton in Lowell! A project estimate is in the works. Once approved, we plan to break ground in 2023.

In closing, I want to thank all of you who have made Care Resources possible. Whether you’ve supported us in some way, big or small, or you’re just learning about our program now, we appreciate your interest and encourage you to stay involved! Please reach out with your questions and schedule a time to tour our facility. We can’t wait to welcome you!

With best wishes for your health in this new year,

Tracey McKnight

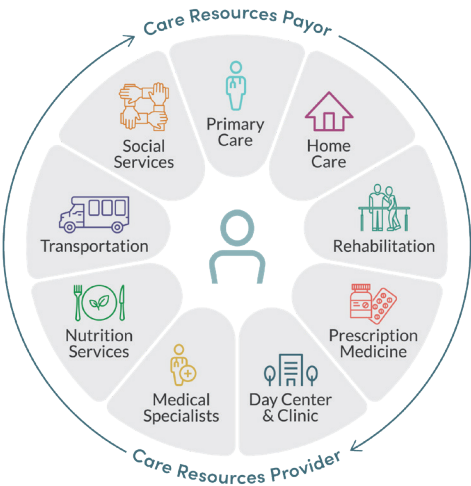
Tracey McKnight RN, BSN, MM
CEO, Care Resources PACE

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
- Social Service Support
- Meals and Grocery Delivery

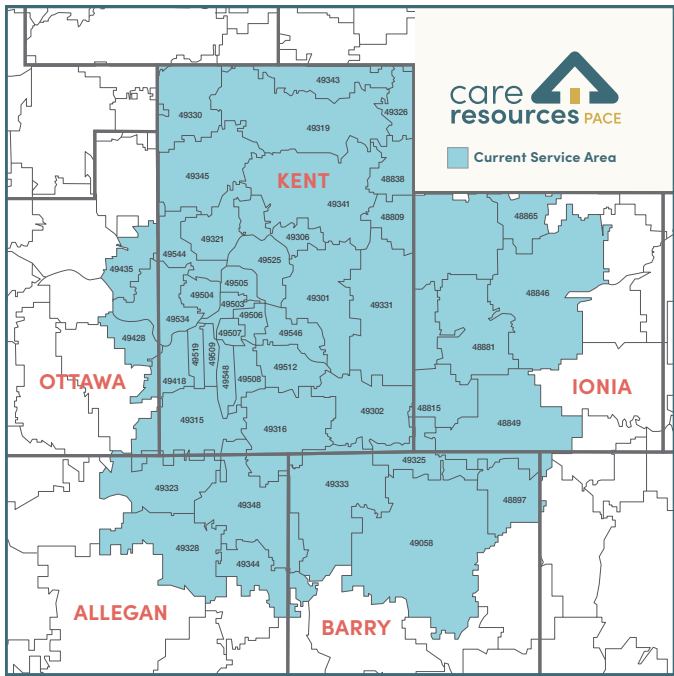
Care Resources also offers a Private Pay option for those not eligible for Medicaid. All Care Resources services and Medicare Part D prescription plans are included in Private Pay, which is made possible by the increased space our new building provides.



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 162 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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New Site Planning!

We are proud to announce the purchase of nearly 3.4 acres of property at 11730 Fulton Street in Lowell! As part of our overall strategic plan, we are working with our board, CMS, and the state on plans to construct a potential second site. We are continuing to work on a project estimate; if approved, we hope to break ground in 2023. If all goes according to plan, we will open a new site by fall of 2024. This site will operate in addition to our current site in Grand Rapids. Please keep an eye out for more information to come in the next year.



Staff Service Anniversaries

Our annual Staff Service Awards took place on November 3, 2022. The employees listed to the right were honored for their years of service to Care Resources and the Greater Christian Living Services Organization. Included in the list of honorees and pictured below is Juanita Willis who was a Day Center PCA. Juanita retired in October 2022 after 25 years of service.

When asked what she enjoyed most about Care Resources, Juanita exclaimed, “Care Resources is a wonderful place to work with a very supportive environment. Everyone gets along and everyone works well together!” Juanita went on to say that she felt she could bring anything to management’s attention. “The open door policy is wonderful.”



2022 Anniversaries

- 5 Years**
Morgan Ballmann, Recreational Therapy
Shay Nisley, Assistant Nurse Educator
Michelle Hayes, Home Health Aide
Michelle Barrett, Home Health Aide
Lucinda Gardner, Rehab Supervisor
- 10 Years**
Laurie Hansen, Administrative Assistant
Barb Lukasik, Day Center PCA
Kate Chandler, Day Center PCA
Rashea Nidefski, Marketing/Outreach
Tammy Goldsmith, Dietary Supervisor
Aubrey Kingma, Clinic Nurse
Jacquelina Achenbach, Home Health Aide Lead
- 15 Years**
Shandra Alderink, Administrative Assistant
Amanda Wilder, Quality Coordinator
- 20 Years**
Diane Gaston, Day Center PCA
Angelina Williams, Transportation Driver
Dawn Poeller, Director of Quality & Compliance
- 25 Years**
Juanita Willis, Day Center PCA (Retired)
Lorelei Smits, Recreational Therapist
- 30+ Years**
Cynthia Stuyfzand, RN and Coding Analyst (35 yrs)
Stephen Swart, Equipment Coordinator (40 yrs)

Boosting Community Health
Vaccine Updates: COVID-19 and Influenza

Our goal at Care Resources is to always provide a safe and healthy environment. We follow CDC and state guidelines for COVID-19 and are proud to report that we still haven’t had any outbreaks in the Day Center! Over 90% of our participants are vaccinated and over 80% of those eligible have received the bivalent booster which protects against the most common strain of COVID-19. We continue to watch transmission rates, cases among participants and staff, and updates to guidelines.

We also encourage our participants and staff to get a flu shot every fall. This October, we vaccinated over 200 participants in the center and in their homes! We met our goal of having more than 90% of participants and staff protected against the flu. We will continue to watch closely for cases of influenza and are prepared to assess, test, and treat.

Participants who can’t make it to Care Resources for vaccines or boosters may get them at any pharmacy that offers them. We keep track of all vaccines whether they are administered at our facility or elsewhere. Our goal is to prevent spread and keep everyone out of the hospital!

COVID-19 Safety Guidelines

- During 2022 and beyond, all safety protocols in place for Care Resources continued:
- Masks required within the building and buses.
 - Social distancing relaxed in the Day Center, but some areas still socially distanced for those who prefer it.
 - Participant attendance updated and increased!
 - Frequent hand washing required.
 - Cleaning of high-touch surfaces daily; industrial cleaning weekly.
- We continue to take lessons learned through the pandemic to improve our services and find a new routine that best fits the needs of every participant. We are thankful for each and every one of you who continues to navigate this with us!

The Interdisciplinary Team (IDT)

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

Primary Care Providers and Nurses
Coordinate all medical care for each participant

Social Workers
Enhance participant well-being and coordinate benefits

Home Care Nurses
Evaluate home safety and coordinate home care hours

Participant Care Assistants (PCAs)
Provide various care services necessary for attending to the personal needs, support, and health of participants

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 participants, families, and 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

“The best part of my job is being the advocate and voice for our participants, especially for those who don’t have family support. It is wonderful when we can help them achieve their goals.”

- Paula, IDT Social Work Team

Clinic Update with Dr. Chiavaras



If you’ve been to Care Resources recently, you’ve likely noticed the lively energy and sense of excitement from both our team members and participants. I’ve been with Care Resources nearly five years and have had the privilege of watching this amazing program and its interdisciplinary team continue to grow and change over the years, and even more so this past year. That is very exciting to all of us. In terms of growth, we couldn’t be luckier than to have added Dr. Rebecca Wolfe to our team of physicians. In addition to being an excellent clinician, Dr. Wolfe is a genuinely warm and compassionate person. She connects with our participants with an encouraging and positive attitude that puts them at ease.

The main way our team has evolved is by increasing our participant provider teams from two to five. Rather than an A team and a B team, every provider now has their own subset of participants, along with a homecare nurse and physical and recreational therapists. This allows each physician to provide more individualized care to their subset of patients. We overlap, of course, if a physician isn’t available. But overall, the new setup allows physicians to get to know participants even better!

Growing our Provider Team



In September 2022, Rebecca Wolfe, MD joined the Care Resources team as our newest primary care physician. Dr. Wolfe is a family physician with skills in acupuncture modality. She began her career in Appleton, Wisconsin, then moved to Lansing, Michigan where she worked for Sparrow Hospital from 1997 to 2015. Dr. Wolfe then moved to Grand Rapids and worked for Trinity Health before moving back to Lansing and then back to Grand Rapids. She now feels right at home with Care Resources!

As we continue to expand, our growing geographic footprint presents some challenges with transportation. That’s why I couldn’t be more excited about our new partnership with TANDEM365 through Life EMS ambulance company. Any time, day or night, we can contact them and they’ll send a paramedic to assess a patient in need. TANDEM365 has a proven track record of preventing ER visits, which is a great benefit for our participants. It allows them to stay home, where they’re comfortable, and see us the next day.

Last but not least, I’m excited about the 150 avatars that we’ve secured and continue to distribute through our partnership with care.coach. Aside from helping participants, it’s also helpful for physicians. We can log on from home and interview patients through it if need be. It’s a great way to further benefit the experience, safety, health, and independence of our participants. Please read more about it on page 14.

If you haven’t visited our facility recently, please come in for a tour and experience first-hand the energy and excitement of our team and participants. With our growth and expansion initiatives, I know this excitement will continue through 2023 and beyond!

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

In her free time, Dr. Wolfe loves to exercise and especially likes running, biking, and Zumba. She also enjoys quilting and just got a new sewing machine so she can start making quilts again.

What doctor Wolfe loves most about Care Resources:
“I love the collaborative care and how every participant feels like a member of our family. Care Resources has a warm and comfortable environment.”

Dr. Wolfe has been a wonderful addition to our care team. She looks forward to meeting more of our staff and participants!

Quality Improvements

The Quality department continues to collaborate with the Leadership Team on improvement initiatives to ensure we provide the highest quality of care and services.

These initiatives include:

1. Successfully completing our annual 2022 state audit with no citations.
2. Complying with all state and federal regulations to ensure we are 100% ready for required audits in 2023. We updated our Emergency Preparedness Plan, completed training with our staff, and educated our participants. We continue to audit our processes such as grievance, appeals, service determination, and others to ensure we are meeting the required time frames.
3. Enrolling a net 10 participants per month. In 2022, we averaged 9 per month, up from 6 per month in 2021, and several times enrolled 10 or more participants in a month.
4. Operationalizing a new interdisciplinary structure process to incorporate five Care Management teams to manage participant care providing higher quality of care and delivery of service.
5. Completing annual participant and caregiver satisfaction surveys utilizing a new contracted provider. The provider interviewed 103 participants with a response rate of 94% and an overall participant satisfaction score of 91%. In comparison to other PACE sites in Michigan with an average score of 86% and the national average score of 88.6%, we exceeded both. For the caregiver satisfaction survey, 116 surveys were mailed out and 44 responses were received, yielding a 38% response rate. Our overall score was 90%. Compared to other PACE sites in Michigan with an average score of 83% and the national average score of 88.7%, we exceeded both of those scores as well.
6. Partnering with Capstone Performance Systems; this ongoing collaboration continues to allow for training opportunities for our providers, consistent charting and maximized our risk adjustment coding opportunities. We have successfully increased our risk adjustment score above the average Capstone client score.
7. Increasing onsite visits of our specialty providers to ensure timely delivery of service.
8. Implementing a new practice of serving the lunch meal per table to ensure participants enjoy their lunch together. We continued compliance of serving lunch within 30 minutes while maintaining the required food temperature.
9. Maintaining a 100% compliance with HIPAA regulations; no breaches were reported for 2022.
10. Engaging in a partnership with care.coach to provide an in-home platform which gives participants the opportunity to interact with an avatar for companionship as well as support with their medical care.



Financial Spotlight

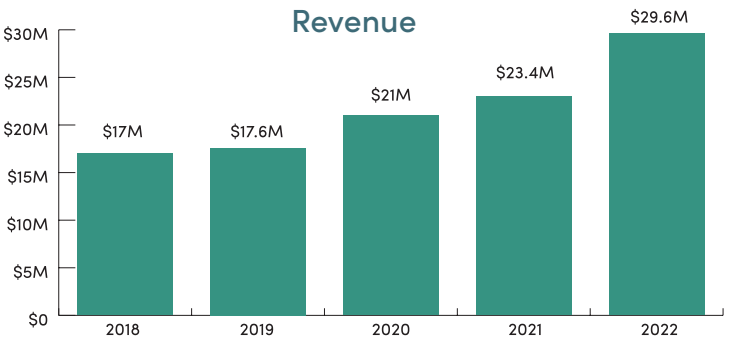


Meet Steve Quist!
There are so many incredible employees at Care Resources who work passionately every day to make a difference in the lives of our participants. One such individual is Steve Quist, who is working hard to pave our strategic pathway into the future.

In July 2022, Steve Quist took on the position of Chief Financial/Chief Strategy Officer of Care Resources to help support future growth initiatives. Steve not only brings a breadth of knowledge and expertise to our organization as the former Vice President of Finance for Holland Home, but by working for one of Care Resources’ partner owners for over fourteen years, Steve comes with a true understanding and appreciation of our program. “Care Resources has always been a program that is near and dear to me. I’ve had the opportunity to see so many exciting changes and advancements over the years, and I’m grateful to now work more closely with the team as we continue to grow and strengthen the program.”

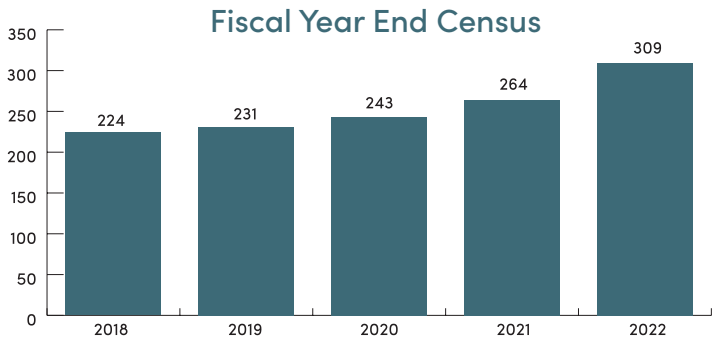
Steve leads a number of new initiatives that will take Care Resources to the next level of care. “One thing that we’re working passionately on is plans for expansion. Securing land in Lowell for the construction of a new site was a huge step for us, and we can’t wait for the progress to start showing in the next year.”

We’re so happy to have Steve as a part of the Care Resources family, and we look forward to his many contributions for years to come!

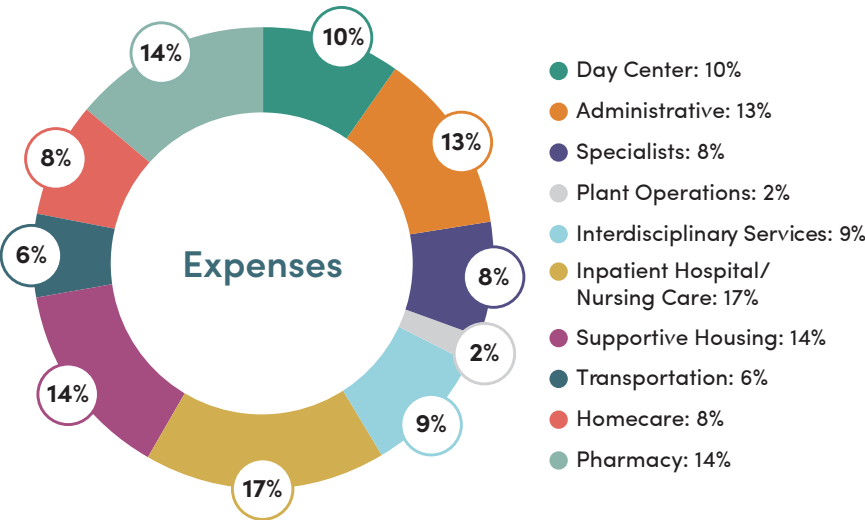
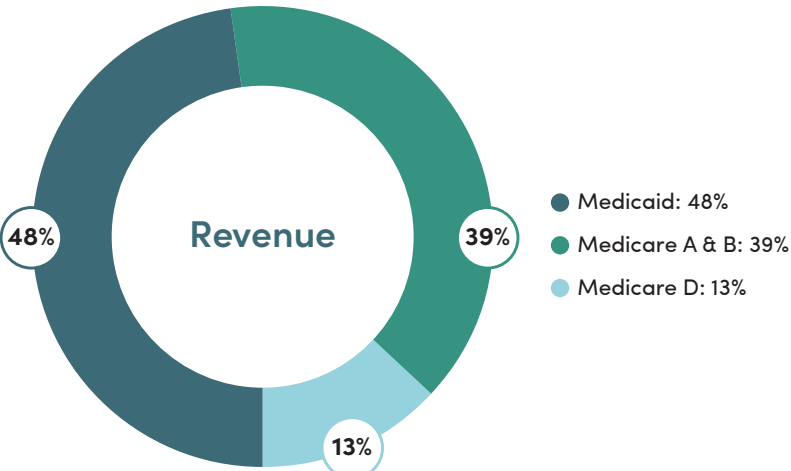
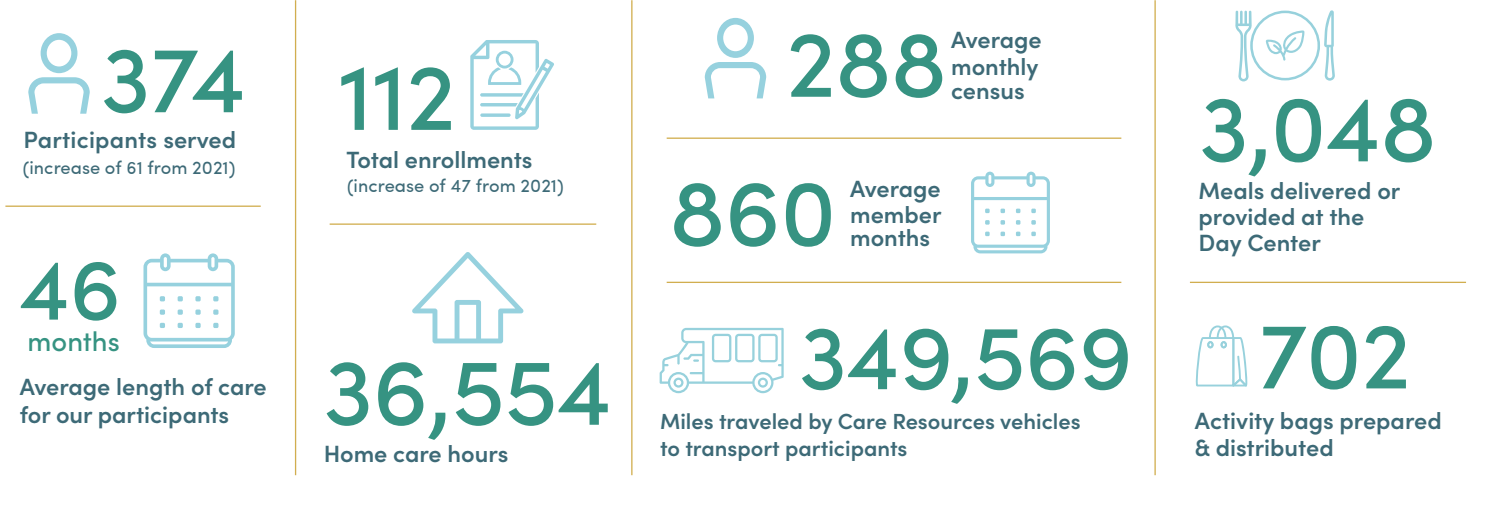


CFO’s Report: Fiscal Year 2022

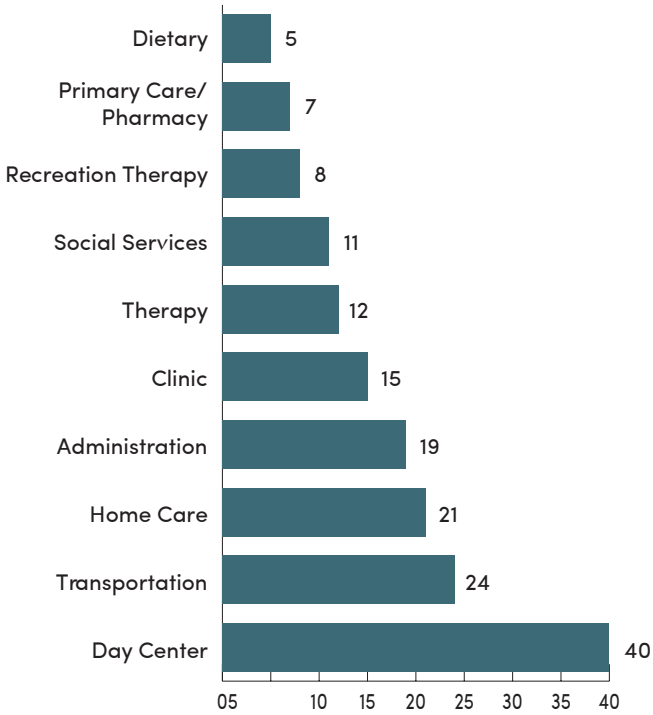
- Revenues for fiscal year 2022 were up \$6.2 million over FY2021, a result of 45 more participants served in FY2022. *See charts below.*
- We expanded our service area in 2021 and saw more participants enroll from those zip codes during 2022.
- We invested additional funds in marketing and community outreach to educate more people about Care Resources and PACE.
- Moving to the current site at 4150 Kalamazoo has proven to be successful as we have seen more growth since occupying the space in 2019.
- We engaged Capstone, a consulting firm who helps optimize revenue, in 2019 which improved our Medicare risk scores based on proper documentation.
- We saw the highest utilization of hospital services in FY2022. The PACE model is fully at risk and we are grateful to have the resources to handle those higher cost episodes.
- Care Resources’ growth and success would not be possible without our excellent staff. In FY2022 we had 162 staff members serving in multiple disciplines; this is an increase of 30 employees since the end of 2021. *See chart on page 9.*



2022 Year at a Glance



Employees by Department



Employees at Year End	162
Total Payroll	\$7,003,180
Total Hours Paid	259,250



Celebrations & Events

Black History Month

In February, we honored Black History Month. Our staff decorated a dedicated wall with Black poets’ and artists’ photos and work. This wall was also filled with hearts to represent Valentine’s Day. Participants enjoyed reading the poetry and seeing all the faces! We continued to honor Black history at Care Resources throughout the year.



A Sizzling Summer

During the summer, we had many fun activities and events. We enjoyed flower arranging, ice cream making, a band performance from Gooder’n Grits, a car show, and a horse visit. We dressed up in hats, super hero costumes, festive Christmas attire, Hawaiian shirts, and sports gear for our spirit week in July. Nice weather in August allowed us to gather outside for great food and cold drinks at our barbeque. The summer went by quickly, but it was very memorable. According to one participant, “It was a summer I won’t forget! Thank you to the staff of Care Resources for making it so much fun!”

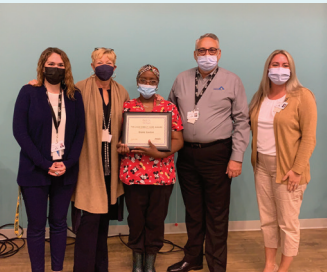


Women’s History Month

We celebrated Women’s History Month in March. This year, we honored women in the music industry. Participants enjoyed singing along to songs by famous women. The Bingo Store was also turned into a Barbie Museum to celebrate Barbie’s birthday on March 9th. Participants enjoyed seeing many Barbies from the past and present and celebrating all women’s success.



2022 Direct Caregiver Award



In June, Diane Gaston, one of Care Resources’ participant care assistants was awarded the 2022 Direct Caregiver Award by the Pace Association of Michigan (PAM). Only one person from a Michigan PACE program receives the award every year. We are so proud of Diane and her contributions to our program!

PACE Day at the Capitol

The PACE Association of Michigan (PAM) hosted its 2022 Day at the Capitol in Lansing on May 10. Participants, staff, and volunteers from Care Resources and 12 other Michigan PACE Organizations gathered on the Capitol lawn to support PACE. The event brought nearly 400 people together in an effort to raise awareness and funding for its programs. The theme of the event was, “Living at HOME. Your Goal, Our Priority.”

Stephanie Winslow, Executive Director of PAM, kicked-off the day with introductions, motivation, and lots of excitement. Our very own Tom Muszynski, Chief Operating Officer of Care Resources, spoke about the importance of sharing PACE stories. Tom’s words thrilled the crowd. “This event has been a dream of mine for a very long time...today is the day that we are going to shine in Lansing!”

Representative Mary Whiteford also attended and shared that PACE is a top priority of hers. She will continue to support PACE and fight for funds in the 2023 budget. The day also included music, dancing, and lunch with elected officials. Many state representatives, senators, and their staff were present. Legislators were excited to hear participants’ personal stories and in turn, Care Resources’ staff and participants embraced the opportunity to thank officials for their support.

For many participants, the day was more than just a fun outing. One participant exclaimed, “Today was a very special day! Not only was it nice to get outside and enjoy the weather and good food and music, but it was a reminder of how many people care about us and are here to support us and our families.”

At the end of the day, Care Resources’ staff and participants enjoyed a guided tour of the Capitol building and seized the opportunity to take some fun and memorable photos. The 2022 Day at the Capitol event was a huge success! Thank you to everyone who participated and helped to organize this special occasion. We look forward to seeing many of you again next year!



By the Numbers

- 13 PACE organizations represented
- 380 lunches served
- 40 state representatives
- 12 state senators
- Numerous legislative staff
- 5 state of Michigan Sergeant at Arms
- 5 speakers
- 3 media outlets
- 1 Sheri the DJ!

For more information about PACE Association of Michigan, visit: pacemichigan.com



Celebrations & Events



Hispanic Heritage Month

In September and October, we celebrated Hispanic Heritage Month. We watched a short video of how a piñata is made. We talked about the history of the piñata and even got to hit open our own piñata. We also enjoyed making our own tasty salsa with fresh vegetables and spices. A board was created and placed in the Day Center to pay tribute to Hispanic people, art, food, and culture.

Making Spirits Bright

During the months of November and December, participants got in the holiday spirit by enjoying a variety of festive activities and events. From singing and dancing along to holiday music and other favorite songs by the Kentwood Community Choir, to baking, decorating, and of course eating gingerbread and sugar cookies, it was a busy time for all of us!



Veteran's Day Pinning Ceremony

On Veteran's day, we held a pinning ceremony for participants and staff. Two active duty members of the Army National Guard performed the pinning. Thirteen participants were honored: Carlton, Dan, George, Jerry F., Jack, Edward, Wayne, Roland, Richard, James, Jerry M., Leroy, and Larry. We also honored Jacky A., a veteran staff member. We enjoyed celebrating all of our veterans who have protected our country, and we thank them for their service!

Mel Trotter Ministries Clothing Drive

In October and November, Care Resources staff again partnered with Mel Trotter Ministries to collect clothing for the homeless of West Michigan. Our goal was to collect 100 pairs of jeans (50 more than our 2021 goal), and we again exceeded that goal! We were able to donate 180 pairs of jeans as well as several pairs of boots to those in need. As the winter months approached, this donation meant a lot to Mel Trotter Ministries and those who they serve. Tom Muszynski helped to lead the clothing drive and commented, "It's very important to our staff to be able to help other organizations and people in need in our community. Every little gesture helps." Thank you to our team members who participated! We look forward to setting and achieving an even higher goal next year!

Participant Moment



Fishing, basketball, bowling, and golf...especially golf. These were just a few of Ross Hesselink's passions before a 2019 aneurysm and subsequent strokes left him with a weakened side and ultimately the need for full-time care. After spending time in a nursing center, Ross transitioned to Care Resources so he could return home, where he lived with his family until his passing in October 2022.

Ross' wife, Arla Hesselink, recently reached out to express her gratitude for the impact Care Resources made on Ross's life and her own. She hopes that sharing some of her and Ross's story will help others who may be in a similar situation to get the assistance they need.

Ross was just 62 at the time of his passing. While sometimes frustrated with how the trauma to his brain impacted his ability to participate in the things he loved, he felt comfortable at Care Resources. He was there every day from the early morning when Arla left for work until the evening. "He never complained about going," Arla said. "He received the companionship that he wouldn't have experienced in a nursing facility. It was exactly where he needed to be."

When Care Recourses closed the Day Center during the pandemic, a home health aide named Barb was assigned to Ross and they formed a close bond. Barb took Ross on long walks and pushed him to pursue activities, have conversations, and take up writing. "It was huge," Arla said, reflecting on Ross's time with Barb. "She took something that was very difficult and made it pleasant for him, and that took a load off my mind."

Care Resources also made an impact at the end of Ross's life. "I will forever be thankful," Arla said. "I don't remember who it was, but they said, 'you need to come right now.' I just packed up my things and went. Ross was struggling to breathe, but he was awake and aware and I was able to talk with him and sit with him." Arla also expressed gratitude for Dr. Chiavaras, who secured Ross a bed at a nearby hospice care facility.

"I'm so thankful for that time I got to spend with Ross," Arla said. "There were so many people who came to say goodbye. It was moving. There was one participant who developed a friendship with him. She wanted to come say goodbye and she was able to do that. Care Resources made it as pleasant as it could possibly have been."

These days, Arla says she's doing well. When told that the staff at Care Resources remember Ross as a well-loved guy who was always polite and listened to others, Arla laughs.

"When he came home from his inpatient rehabilitation the first time, he felt pretty good and could walk without assistance," Arla said. "I was working and two of our kids were still living at home at the time. I told them they didn't have to babysit him, but they should keep an eye out, make sure he's safe."

"Well, when I came home, the kids were looking sheepish. 'We lost dad,' they said. He'd driven himself to the golf course and went golfing, neither of which he was supposed to do. When we got him home, I asked him, 'Well, how'd you do?' and he said, 'I did terrible.' I laughed and figured I didn't need to scold him because he'd already got his punishment."

Barb, the home health aide who took care of Ross in his and Arla's home, remembers her time with both Ross and Arla fondly.

"Home care assignments can be intimidating at times, striving to perform your care and housekeeping duties to the participant's liking. However, those worries disappeared when I met the Hesselinks and felt their trust and appreciation of my work. As time went by, caring for Ross and supporting the family became not just a job, but part of who I was. Together, Mr. Ross and I played card games, exercised, walked around the neighborhood, watched and commented on the weather channel, and became close friends. By knowing and helping Ross, I became a better person."



Partnership Highlights



AFC Housing with Corewell Health

During the fall of 2022, Care Resources partnered with Corewell Health (formerly Spectrum Health) to launch a new program for adult foster care housing. Three homes on Kalamazoo Avenue are being used for the program; they are owned by Corewell Health and are located next to the Care Resources campus.

Each house provides a home-like setting with programs and activities to support daily living. Corewell Health manages and staffs the homes, which are exclusively for Care Resources participants. There are 8-12 beds in each of the homes which allows for 30 permanent residents and 2 beds for short term care.

Corewell Health’s team provides full-service care 24 hours a day, 7 days a week. We appreciate this opportunity to support more participants with this new partnership and model of care!

WCSG Partnership

We continued our partnership with WCSG radio in 2022. WCSG is a non-profit, non-commercial radio station owned by Cornerstone University that seeks to do good in Michigan’s local communities. During the holiday season, WCSG donated a variety of baking tools, dishes, and utensils to our facility. We were able to distribute the gifts to participants and keep some on-hand for participant activities. Keep listening to WCSG to hear our new messaging airing in 2023 that will help us spread the word about our program and services!

Care.Coach Partnership

Care Resources continued its partnership with care.coach in 2022. The friendly avatar device provided by care.coach is easy to use and helps participants stay healthy, safe, and independent. Participants can talk to an avatar that acts as the face of an IDT team member. Care.coach also provides health and fitness coaching, appointment and medication reminders, games, and more!

During the fall, Care Resources presented at the National PACE Association conference about how the device has helped reduce our participant fall rate; amazingly, it has gone down by 40 percent! We are excited to continue to see growth with this program and partnership. We started the program in 2020 with 25 avatars and now have 150! We look forward to helping even more participants with these amazing devices. Please visit our website for more information and to view a photo of the device.



New Partnership with GRCMC!

We are proud to announce a new partnership with the Grand Rapids Community Media Center (GRCMC). For over 40 years, GRCMC has provided a multitude of media resources for the West Michigan community. GRCMC works to ensure that individuals and partner organizations participate in building community through all of GRCMC’s media platforms, tools, educational opportunities, and resources. Care Resources will work with the various divisions of GRCMC to deliver our own program messaging. In fact, our Myths & Mugs videos will begin to air on GRTV in January of 2023. Be sure to watch in order to support both Care Resources and GRCMC!

Myths & Mugs Debut!

Have you ever thought that the Care Resources program sounds too good to be true? Do you have questions regarding the requirements to enroll? Through our new video series, Myths & Mugs, our team dispels common myths and helps to answer important questions about our program. The first video, Episode 1: Too Good to be True, stars one of our participants, Jan, along with staff member Veronica; they cover the various services offered by our program. Our second video, Episode 2: Qualification Process, stars staff members Rashea and Barb; they discuss how one qualifies to join Care Resources.

We are so proud of the work that went into creating these videos! If you haven’t seen them yet, please be sure to view them on our website. We will continue to produce and post more videos in 2023. Keep a look out for our next video to launch in February or March. We welcome all suggestions for video topics so please contact a Care Resources team member if you have an idea or question that you would like to have addressed!



Participant Photo Shoot

In September, four participants and three staff members participated in a photo shoot at Care Resources. The photos provided us with unique and diverse images which will be used in our marketing and participant recruitment material for years to come!

We were excited to unveil the first chosen image in October on one of our very own Care Resources participant buses (see above photo). More images were rolled out in November and December on our company buses, vans, and other vehicles, and we will continue to roll out more images in 2023. We received such positive feedback on the photos and an interest from other participants and staff to be a part of this initiative, that we are planning for another photo shoot in early 2023.

Keep a look out for more familiar faces in the spotlight soon!



Board of Directors



Board Chair, Troy Vugteveen

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

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

Community 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:

Harold Mast
Harold Mast Consulting

Judy Morris
Disability Advocates of Kent County

Kathryn Veenstra
Metro Health

Kristine Cleary
Carrier Law

Marcy Emmelkamp
Reliance Community Care Partners

Margaret Chamberlain
Rolf, Goffman, Martin & Lang

Priscilla Kimboko, Ph.D.
Grand Valley State University

Rene Wheaton
Christian Living Services

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

Ronald Duemler, MD
Mercy Health St. Mary's

Suzanne Filby-Clark
Area Agency on Aging of Western Michigan



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

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.

Call us or visit our website: careresources.org/donate to give a gift of any dollar amount. We thank you kindly for your support!

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!





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