



Lowell Site Update!

Construction of our new Lowell location is well underway! There've been lots of exciting milestones. From breaking ground in October 2023 and clearing out the area, to recently finishing the brick veneer and laying down the site concrete, a lot of work has been done! Amenities will include a therapy gym, outdoor space, activity rooms, and a clinic. We're on track to open this fall; and we're grateful for everyone who's working hard to keep the project on schedule. Enrollment has already begun for the Lowell site, so please help to spread the word. Please visit our website for more updates and photos!

Table of Contents

- Lowell Site Update! 1
- CMS Annual HOS-M Survey 1
- CEO Corner 2
- PACE Day at the Capitol 3
- The Interdisciplinary Team (IDT) 4
- Team Spotlight 4
- Celebrations. 5
- Boosting Community Health 6
- Join Our PAC Meetings! 6
- Day Center Closings. 6
- NPA Summer Conference. 7
- Welcome New Participants. 7
- Stay Connected. 8

CMS Annual Health Outcome Survey-Modified

Please check your mail for the HOS-M survey this summer. It's confidential and measures the frailty of participants in our program to determine how much care is needed. It'll ask you about your health, feelings, and level of daily activities. Based on results, CMS provides additional funding to Care Resources to ensure the best care and services can be provided. If you receive a survey, please bring it to the Center and we'll help you complete it.





CEO Corner

A Message from Tracey McKnight

Greetings everyone! We've been busy this summer and have lots of exciting updates to share. In May, our staff, participants, and volunteers took a trip to Lansing to support the PACE Association of Michigan (PAM) and their Day at the Capitol event. From speaking with legislators over lunch, to taking a tour of the Capitol building, and even meeting Governor Whitmer, it was a memorable day to say the least. Read more on [page 3](#).

June was also an exciting month. Care Resources hosted this year's National PACE Association (NPA) 2024 Summer Conference. PACE leaders and staff from across the country gathered in Grand Rapids for education and networking. We shared ideas, learned from each other, and had a lot of fun during the event! Read more on [page 7](#).

As you may have seen from all the photos on our website, construction of our new site in Lowell is coming along nicely. I'm truly grateful for everyone who's been working to make this dream come true. We're on track to open the building this fall and can't wait to celebrate with a grand opening to follow! Read more on [page 1](#) and visit our website regularly for updates.

As the months fly by, be sure to stay on top of all the fun activities and news by visiting our website. We're always adding new photos, articles with tips for staying safe and healthy, and stories of how Care Resources is making an impact in the community. We also share information about our programs, such as Tandem365. These paramedics work with our team to provide care at home. This helps prevent emergency room visits and ensures participants' health needs are met.

Please help us to continue spreading the word about our amazing program. We've served over 380 participants so far this year, and we'll continue to serve even more in the months to come. If you know anyone who'd benefit from our services, please have them contact us.

Thank you for being a part of the Care Resources community, and thank you for all you do to make our program a success. We look forward to seeing you soon!

Sincerely,

Tracey McKnight

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

PACE Day at the Capitol

On May 22, the PACE Association of Michigan brought together a large crowd on the front lawn of the Capitol building in Lansing. Staff, participants, and volunteers from all 14 of the Michigan PACE programs, including Care Resources, gathered at the third annual PACE Day at the Capitol event. The goal was to raise awareness and support for the program. It was a great success!

Stephanie Winslow, Executive Director of PAM, welcomed the crowd. She spoke about the "silver tsunami" of adults reaching retirement age. She also spoke about the importance of PACE. Our very own Tom Muszynski also spoke. He encouraged participants to share their stories about how PACE has helped them. Representatives Carol Glanville and Phil Skaggs, among others, enjoyed listening. They asked questions and showed their support for the program.

After lunch, many of our staff and participants took a tour of the Capitol building. In what proved to be the biggest surprise of the day, they got to meet Governor Gretchen Whitmer as she waited for an elevator. "It was exciting to meet the governor and some of the representatives," said one participant. "I shared how much PACE has helped me after my stroke."

From dancing and singing outside in the beautiful weather, to having meaningful talks at lunch and meeting new friends, it was a very special event. Thank you to everyone who attended and those who helped organize it. We look forward to seeing many of you again next year!

By the Numbers

- 100% PACE programs represented (15 total)
- 497 miles longest distance traveled (Pennsylvania)
- 475 boxed lunches served
- 400 people wearing blue PACE t-shirts
- 5 award winners
- 1 Lieutenant Governor
- 1 Medicaid Director
- LOTS of legislators, staff, and volunteers!



The Interdisciplinary Team (IDT)

IDT is the core decision-making body at Care Resources. IDT is 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)
- Participant Care Assistants (provide various care services necessary for attending to the personal needs, support, and health of participants)
- Home Care Nurses (evaluate home safety and coordinate home care 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 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)

Team Spotlight Transportation Staff

In each newsletter, we shine a spotlight on one of our IDT teams. In this edition, we feature our bus drivers from the transportation team. They play an important role in participant comfort and safety!

A bus driver is often the first person from Care Resources that a participant sees before arriving at the Day Center. According to Tyrone Harris, that's why it's so important to be friendly and put everyone at ease. Tyrone has been a driver here for over 6 years. He lost his parents, so his companionship with participants has made his job even more special. "For me, participants aren't like family, they *are* my family."

Tyrone helps participants feel comfortable on the bus by talking to them and encouraging them to talk to each other, so he can focus on driving. "Keeping participants safe is the most important part of my job. Making sure they're happy and excited to go to Care Resources is a close second." We're grateful to all of our drivers for their hard work and support!



Celebrations

Rolling in the New Year

We kicked off the new year with lots of winter activities including reminiscing about snow days and all of the fun games that can be played outside during the winter months. We enjoyed celebrating Black History Month and learned so much from our guest speakers. We even had our very own museum filled with books, artifacts, and photos. For Valentine's Day, our friends from the AARP surprised participants by handing out roses. We had a ball singing and dancing; it was a fun and memorable time!



A Visit from Our Furry Friends

May was a busy month full of fun activities. For Cinco de Mayo, we sampled all different types of salsa and learned about the history of this day. In honor of Mental Health Awareness Month, we had discussions around mental health and engaged in activities that reminded us to take care of our minds and bodies. This included a spa day and guided meditations. We also loved when our furry friends came to visit. It was very relaxing and calming!



All About Barbie

During March, we celebrated Barbie's birthday. We loved learning about her history and evolution. Our museum showcased different Barbies, all representing a unique theme. A big hit was the Dolls of the World Collection exhibit which included photos of Barbie from around the world. We also set up a booth and had so much fun taking photos in our pink sunglasses! We finished out the celebration enjoying refreshments while watching the Barbie movie. It was an absolute blast!



Boosting Community Health

Fall Vaccinations and Partnership Reminders

Care Resources is always looking for ways to help improve the health and safety of our participants. We continue to offer the current COVID-19 and RSV vaccines to all eligible participants. Planning is also underway for our flu vaccine campaign this fall. We encourage all those who are eligible to get vaccinated. If you haven't already, please talk with our care team about which vaccines are best for you and when to receive them.

We also continue to improve health and safety through our partnerships with Care.coach and TANDEM365. Care.coach is a device that provides health coaching, safety cues, and exercise programs. It can also be used for companionship, appointment and medication reminders, and more. TANDEM365 offers community paramedic services. Their team provides moderate to urgent medical care needs in the comfort of your own home. They're available 24 hours a day; 7 days a week. Just call our main phone number and speak with our staff. We'll provide guidance on what to do next and will send a TANDEM365 paramedic if needed. This can help prevent a hospital visit. For questions regarding any of our health and safety offerings, please contact our team.



Join Our PAC Meetings!

Join us for our monthly Participant Advisory Committee (PAC) Meetings! Meetings are held from 12:30–1:30PM in the Activity Room. All participants, families, caregivers, and providers are invited. We want to hear your ideas for our program! Our staff also shares the latest news including updates on programs, meetings, and activities.

Recently, we talked about the big improvements we've seen in transportation. We also received input on our lunches which has helped us to improve our meal services. For agendas and updates, check out our PAC board in the west hallway. We hope to see you at an upcoming meeting, held on the following dates: August 22; September 23; October 22; November 19; and December 19.

Day Center Closings

Labor Day: September 2, 2024

Thanksgiving: November 28, 2024

Christmas: December 25, 2024

New Year: January 1, 2025

NPA Summer Conference

This year, we had the honor of hosting the NPA Summer Conference. Hundreds of providers and PACE leaders from across the country gathered to learn best practices, network, and strategize how to improve PACE outcomes for participants. The three-day event consisted of various education and networking sessions. Many of our staff members attended the conference. Two of the speakers were our very own Tracey McKnight and Dawn Poeller.

On the second day, we hosted an Open House. We partnered with local organizations and five PACE programs to arrange nine buses to transport over 100 people to our building. We gave many tours and provided the chance to learn more about the services we provide. They enjoyed touring the Bingo store, therapy gym, clinic, dignified entrance, and Day Rooms. Attendees loved seeing our building and commented how amazing it was.

A big thank you to everyone who helped make this Open House such a great event. It was a huge success!



Welcome New Participants

We welcome the following new participants. If you see any of these individuals, please be sure to extend a friendly welcome. We're thrilled to have each of them (and you) as part of our Care Resources family!

November: Lucy C, Leonor GZ, Lydia I, Barbara M, Charles P, Viola W

December: Shelicia B, Joan H, Kenneth N, Betty S, Joan W

January: Jessie A, June E, Amy H, Claude L, Amy W

February: Stephen C, Gloria H, John H, David M, Joyce S, Michael W

March: Sara D, Andrea G, Wanda J, Janice L, Deborah N, Luis P, Carolyn U

April: Mary B, Vanessa D, Gloria G, Judith H, Margarito Z. Jr

If you know someone who could use Care Resources' services, please call us at 800.610.6299.



Participant Care Summary

Highlights of the care and services provided to our participants.

November 1, 2023 – April 30, 2024



 **380**
participants served

 **29,998**
home care hours provided


grocery shopping provided
for participants when needed

 **289,494**
miles traveled by Care Resources
vehicles to transport participants

 **9,967**
participant days in the
Day Center


clinical care and medications provided
per individual treatment plans

Stay Connected

Call the office with any questions, available Monday–Friday from 8:00AM–4:30PM (after hours and on weekends, there will be a nurse, physician, and social worker on call): 800.610.6299 • TTY 711

Visit our website: careresources.org

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

Check out our new Instagram page: instagram.com/careresourcesPACE

Reach out to the Transportation Department regarding pick-up or drop-off times, canceling center attendance, or other transportation related questions, available Monday–Friday from 6:00AM–5:30PM: 616.913.4001

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

Talk with your social worker or any Care Resources staff member

“Care Resources has changed my life. I’m so thankful for the staff who help me when I’m here and for the other participants who have become like family.” - Participant

