



## Table of Contents

- Welcome Kim Smith . . . . .1
- Lowell Site Update . . . . .1
- CEO Corner . . . . . 2
- Lowell Grand Opening Events . . . . . 3
- The Interdisciplinary Team (IDT) . . . . . 4
- Team Spotlight . . . . . 4
- Celebrations. . . . . 5
- Boosting Community Health . . . . . 6
- Join Our PAC Meetings . . . . . 6
- Day Center Closings. . . . . 6
- Staff Service Awards . . . . . 7
- David West RISE Above Award . . . . . 7
- Welcome New Participants. . . . . 7
- Stay Connected. . . . . 8

## Welcome Kim Smith

We're proud to announce Kimberly Smith as the new CEO of Care Resources PACE! Kim joined our team in September to take over the position from retiring CEO, Tracey McKnight. She has 25 years of healthcare experience and a passion for helping seniors. Kim spent 22 years at Corewell Health (formerly Spectrum Health) and held several leadership positions there. We're so excited to have her as part of the Care Resources PACE family. Learn more about Kim and the leadership team on **page 4**.

## Lowell Site Update

We're excited that construction of our new building in Lowell is complete! From breaking ground in October 2023 to adding new furniture and signs this fall, so much has been done over the past year. Thank you to all who've worked on this project! We can't wait for everyone to enjoy the amenities; including a therapy gym, clinic, activity rooms, and more. CMS approved the building in late November; we'll be ready to open our doors to participants in early January 2025! Read more about our recent grand opening events celebrating the new building on **page 3**.





## CEO Corner

# A Farewell Message from Tracey McKnight

Greetings! As many of you know, I'll soon be wrapping up my time at Care Resources PACE. With this being my last letter to all of you before I retire in January, I want to take the opportunity to share what has meant the most to me over the years.

First and foremost, the participants. Without you, this program wouldn't exist. When I took on the role of CEO in 2018, there were only 224 participants. We have now grown to over 400

participants! We continue to welcome new participants (see [page 7](#) for a recent listing), and our growth has given us the opportunity to expand into Lowell. To celebrate our new building, we held a ribbon-cutting ceremony and community open house in November. It was great to show the community first-hand what makes us unique. Read more about these events on [page 3](#).

Staff has also played a significant role in making my time here so special. On [page 7](#), we spotlight those who've served 5, 10, 15, 25, and even 35 years with our organization! We also spotlight employees who have gone above and beyond through the David West Rise Above recognition program. And of course, we have a new team member who you all will get to know—our new CEO, Kim Smith. I know she will do great things for Care Resources PACE. Read more about Kim on [pages 1 and 4](#).

Last but not least, I want to acknowledge all of our supporters. From our referral and business partners to our visitors, volunteers, community members, and anyone who has helped us along the way—you have made an incredible impact! I will miss all of you, and I will miss so many things about Care Resources PACE—from the fun events and celebrations (see [page 5](#) for some of our most recent ones) to the smiles I see on participant and staff faces each and every day. I know it will be difficult to say good-bye, but I look forward to visiting and will continue to spread the word about this amazing program! Please do the same, and together we can help Care Resources PACE continue to grow.

Thank you for your kindness, support, and loyalty over the years. Most importantly, thank you for the lasting memories!

Sincerely,

*Tracey McKnight*

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

## Lowell Grand Opening Events

In November, we held a ribbon-cutting ceremony and grand opening reception to celebrate our new building in Lowell. We had many speakers who spoke about our program and the importance of PACE. Tracey McKnight kicked off the event and after a special blessing by Sister Diane Zerfas, we cut the ribbon. It was an exciting moment to share with everyone!

Following the ribbon-cutting, we had speeches from our leadership team including Tom Muszynski and Kim Smith, as well as board member Troy Vugteveen. Special guests included Stephanie Winslow, Executive Director of PAM, and Senator Thomas Albert. We also got to hear from one of our participants, Terrie H, and learn how much this building means to her. We then offered guided and self-guided tours, refreshments, and a photo station. Nearly 100 people attended; it was a huge success!

The next day, we hosted a community open house for the public; many people around the area attended. It was fun showing them around our building and telling them all about our program. We received great feedback from everyone; we were even featured on WoodTV! Read more about it on the news section of our website.

Thank you to everyone who helped with the events and to those who attended. It was a memorable weekend, and we're so excited to begin welcoming participants to the new site!





## The Interdisciplinary Team (IDT)

IDT is the core decision-making body at Care Resources PACE. 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 Therapists**  
Assist participants with daily living as well as strength and mobility
- **Dietitians**  
Oversee all aspects of nutritional health
- **Pharmacy Staff**  
Work with participants, families, and physicians to ensure medications are up-to-date and taken properly
- **Activity Staff & Recreational Therapy**  
Schedule and coordinate programs and activities at the Day Center and at home
- **Transportation Staff**  
Schedule and provide transportation

## Team Spotlight Leadership Staff



In each newsletter, we shine a spotlight on one of our teams. In this edition, we feature the leadership team, including new CEO Kim Smith. This team works closely with

our Board of Directors to make important decisions for our organization, provide guidance, and help grow our program and services.

In her role, Kim will help carry out the goals of Care Resources PACE. She and the leadership team have a strategy in place so they know what needs to be done in order to be successful. "I'm excited to contribute my skills and expertise to help support the continued success of the Care Resources PACE program," said Kim.

Before joining our team, she served as senior director of skilled nursing facilities for Corewell Health. She comes to us with a lot of experience in leading teams. Working alongside staff, Kim plans to keep enrolling new participants to Care Resources PACE. She and other leaders will also work to ensure that participants are always receiving great care. If you haven't met Kim yet, be sure to say hello. She can't wait to meet everyone!

## Celebrations

### Summer Extravaganza!

This summer was full of exciting activities and events. In June, we had a visit from our furry friends. We enjoyed petting bunnies, goats, ducks, and a donkey. We also had a great time in paradise during our luau party. In July, we kept up the tradition of our summer car show and got to check out some old-fashioned cars. Lastly, we finished out the summer with our annual pie in the face event. It was so much fun and entertaining!



### Honoring Our Veterans

On November 11, we hosted our fourth annual pinning ceremony to honor our veterans. Active service members Chief Warrant Officer 2 Krista Gebhardt and her husband Sgt. Major John Gebhardt were back again this year. "It's great to see the same veterans year after year and see what they're up to and just honor them," said Krista. There were seven veterans in attendance. Each one received a pin and a commemorative coin. Thank you to all of our veterans for your service!



### Fall Fun

During September, we celebrated National PACE Awareness Month and our Fall Fest. We set up a photo booth with fun props, played fall games including guessing the number of candy corn in a jar, and had a special visit from Peanut the mini horse! Halloween was full of fun and thrilling events. We hosted a "Wicked" themed tea party and held our famous Halloween costume contest. We also had a wonderful time dancing to spooky songs at our Monster Mash dance!





## Boosting Community Health

### Vaccine Updates: COVID-19, Influenza, and RSV

We work hard to provide a safe and healthy environment for all of our participants and staff. We continue to offer the most current vaccines recommended for seniors; including the 2024/2025 COVID-19 vaccine.

This booster protects against the most common strain of COVID-19. We started vaccinating in October and plan to offer vaccines to all of our participants before the end of the year.

We also encourage participants and staff to get their annual flu shot. We offer the flu vaccine to all new and current participants who are eligible. We'll continue to provide it through the end of the flu season in March.

Additionally, we continue to offer the RSV vaccine. This vaccine protects against severe respiratory disease. RSV is a one-time dose given to those who are eligible and haven't received it yet.

As a reminder, if you can't make it to Care Resources PACE for your vaccines, you may stop by a pharmacy that gives them. If you receive a vaccine or booster from a pharmacy, please let us know so we can keep track. If you have any questions, please ask one of our team members. We look forward to keeping everyone healthy during the winter months ahead!



## Join Our PAC Meetings

Join us for our monthly Participant Advisory Committee (PAC) meetings! Meetings are held from 12:30 PM to 1:30 PM in both Grand Rapids and Lowell. All participants, families, caregivers, and providers are invited. We want to hear your ideas for our program. Our staff also shares updates on events, programs, and activities. Recently, we talked about the new building in Lowell. We also shared upcoming events through the end of the year. For agendas and updates, check out our PAC board in the west hallway in Grand Rapids. We hope to see you at our upcoming meetings in 2025:

**Grand Rapids:** January 27, March 25, May 28, July 24, September 22, and November 18

**Lowell:** February 24, April 23, June 26, August 25, October 21, and December 10

## Day Center Closings

**Christmas:** December 25, 2024

**New Year:** January 1, 2025

## Staff Service Awards

Our annual Staff Service Awards took place in October. The employees below were honored for their years of service to Care Resources PACE and CLS.

### 5 Years

- Alaina Blough
- Angela Baskin
- Alison Kane
- Nancy Baker
- Amanda Oswald
- Patrice Rozycki
- Joyce Brown Hammond
- Barbara Scothorn
- Matthew Sallee
- Samuel Evans
- Tara Davis

### 10 Years

- Sharmain Miller
- Katie Miller

### 15 Years

- Lindsey Siegersma
- Aaron Hoholik

### 25 Years

- Stephanie Figures

### 35 Years

- Tom Muszynski

## David West RISE Above Award

The RISE Committee (**R**ecognize, **I**nspire, **S**hine, **E**xceed the limits) nominates staff each month who go above and beyond. In tribute to one of our bus drivers who passed away, we recently renamed this honor to the David West RISE Above Award. David loved our participants and enjoyed creating bonds with them during his bus rides. His passion inspired us to share stories of all the wonderful things our team members do to serve our participants. It's a reminder of the difference we can make in their lives. We're so thankful for David and to all of our hard-working staff. Check out our website for this year's recipients.

# 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 PACE family!

**May:** Pamela L, Juana T, Judy Y, Jack H, Loretta C, Lee F, Kim E, Lisa W

**June:** Bethanne R, Darcy F, Randall H, Brenda H, Maria D, Kirk R, Patricia Z, Do N, Curtis M

**July:** Robin R, Jeffrey W, Karen S, Thomas H, Sarfraz K, Elise B, Ann D








**August:** Lola M, Tammy S, Richard R, Faye H, Bertoldo E, Rachel H, Diane P, Julie A, Frank M, Nancy K, Mary G

**September:** Zetta P, Gail M, Romell P, Harriet W, Frank O, Tina E, Lynn C, Ken C, Lorie M, Ruthie P, John F

**October:** Marvie J, Gloria M, WC M, John S, Cheryl W, Lois B, Jimmy P, Deloria M, Katherine M, Ricardo R

If you know someone who could benefit from our services, please contact us.



<h2>Participant Care Summary</h2> <p>Highlights of the care and services provided to our participants.</p> <p>May 1–October 31, 2024</p> 	 <h1>407</h1> <p>participants served</p>	 <h1>32,747</h1> <p>home care hours provided</p>
	 <p>grocery shopping provided for participants when needed</p>	 <h1>311,250</h1> <p>miles traveled by our vehicles to transport participants</p>
	 <h1>11,277</h1> <p>participant days in the Day Center</p>	 <p>clinical care and medications provided per individual treatment plans</p>

## Stay Connected

**Call** the office with any questions, available Monday–Friday from 8:00 AM to 4:30 PM (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](http://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)

**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 6:00 AM to 5:30 PM: Call 616.913.4001 • TTY 711

**Watch** our videos on our YouTube channel: [bit.ly/CRYTvideos](https://bit.ly/CRYTvideos)

**Talk** with your social worker or any Care Resources PACE staff member

“I’m so excited about our new building opening in Lowell because I’m a lifelong resident of Lowell. It’s closer to home and I’m hoping more of my friends will come and join us!” – Participant

