



Community Report



2024

Our Mission

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

Our Vision

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

Our Values

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

Our Owners

Care Resources PACE 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 PACE is comprised of a team of 204 people, including providers, nurses, social workers, pharmacists, and physical, occupational, speech, and recreational therapists. Our team also includes transportation specialists, participant care assistants, intake specialists, and administrators.

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A Letter From Our New CEO

What an exciting time to be a part of Care Resources PACE! When I took on the position of CEO in September, I knew I was becoming a part of something very important and very special. What I didn't know was just how much would get accomplished in such a short amount of time, with the inspiration of our participants, the passion of our team, and the support of our community. The grand opening of our new location in Lowell was commemorated with a ribbon-cutting ceremony and a community open house in November. Both were huge successes, thanks to so many people (read more on [page 7](#)). Beyond that, we've had 12 months filled with memorable events, fun activities, supportive partners, and very importantly, big improvements in the quality of the care and services provided to our participants.

Throughout 2024, we continued to grow our Day Center at Care Resources. The program is available to any senior, including those with dementia, in need of engaging activities and meaningful social interactions. Our team has received special training to provide the best possible care to participants, and our new partnership with the Kent County Millage has helped to financially support seniors who otherwise couldn't afford these services. Please learn more about this amazing program and partnership on [page 17](#).

In early spring, our participants, team, and volunteers joined the 13 other Michigan PACE organizations at PACE Day at the Capitol, an annual event that began in 2021, and will continue for many years to come. The goal was to raise awareness and support for the program, and we did just that. Then, we had the honor of hosting the National PACE Association Summer Conference. Hundreds of providers and PACE leaders from across the country participated, and many of them attended our Grand Rapids open house to see firsthand the great care we provide. Special moments from these events and others have been captured on [pages 14, 15 and 17](#).



These are just some of the highlights from the past year. I hope you'll continue reading to see why 2024 was truly remarkable in the history of our organization. I'm so proud to have been a part of it. And, as we open the doors of our new building in Lowell to welcome more participants, the theme of growth and excitement will continue strong! I thank former CEO, Tracey McKnight, for her years of leadership and for helping to set us up for our future success. For those who know Tracey and her legacy, you know that she has left me with some very big and stylish shoes to fill. I look forward to the challenge!

If you haven't experienced the excitement happening at Care Resources PACE, I invite you to dive in! Please connect with us by phone or email, or through our website, social media, or by visiting one of our locations. We hope you'll also consider supporting us through a referral, a monetary donation, or a gift of your time. Thank you for being a part of our family, and we can't wait to share even more excitement with you in 2025.

Have a safe and healthy new year!

Kim Smith

Kim Smith, LMSW



About Us

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

What We Offer

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

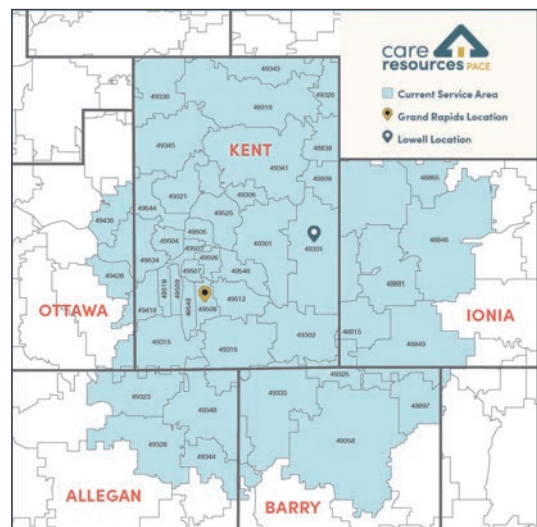
Care Resources PACE also offers a Private Pay option for those not eligible for Medicaid. All Care Resources PACE services and Medicare Part D prescription plans are included in Private Pay.



Who We Serve

Adults who meet the following criteria:

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



The Interdisciplinary Team (IDT)

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

Primary Care Providers & Nurses

Coordinate all medical care for each participant

Social Workers

Enhance participant well-being and coordinate benefits

Participant Care Assistants

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

Homecare Nurses

Evaluate home safety and coordinate homecare hours

Physical & Occupational 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 that 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

“At Care Resources PACE, we look to provide as much privacy, dignity, and respect as possible and focus on ways to improve independence. This helps participants live life the way they want, but with supports in place to keep them safe and comfortable.”

– Rachel Sullivan, Social Worker



Day Center Benefits

Participants enjoy access to the following:



Nutritious Meals



Healthy Snacks



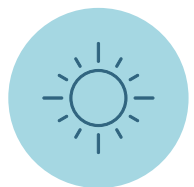
Counseling & Support Groups



Games & Shopping at our BINGO Store



Movies, Music, Crafts, & Special Events



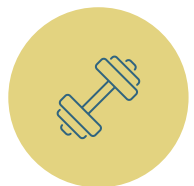
Outdoor Space & Relaxation Rooms



Computers with WiFi



Medication Assistance



Gym & Exercise Classes



New Lowell Building

We're excited that construction of our new building in Lowell is complete! From breaking ground and clearing out the area in October 2023 to installing new furniture and placing the finishing touches this fall, so much has been done over the past year. A huge thank-you to all who've worked on this project! Amenities include a therapy gym, clinic, activity rooms, and more. We received CMS approval in late November, and we began welcoming participants in early January 2025.

See our construction progress photos below, spanning from October 2023 to November 2024. You can also see a complete timeline of photos in the [news section of our website](#).



October 2023:
Celebrated our groundbreaking!



December 2023:
Set structural columns and main support beams.



March 2024:
Completed interior slab and interior wall framing.



May 2024:
Received brick delivery and began masonry work.



September 2024:
Installed furniture and equipment.



October 2024:
Building was completed!

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, former CEO, kicked off the event, and after a special blessing by Sister Diane Zervas, we cut the ribbon. It was an exciting moment to share with everyone!

Following the ribbon-cutting ceremony, we had speeches from our leadership team, including Kim Smith, CEO, Tom Muszynski, COO, and board member Troy Vugteveen. Special guests included Stephanie Winslow, Executive Director of PACE Association of Michigan, and Senator Thomas Albert. We also got to hear from one of our participants, Terrie, and we learned 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, and 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, and we were even featured on WoodTV! Read more about it in the [news section of our website](#).

Thank you to everyone who helped organize the events, and to those who attended. It was a memorable weekend!



Clinic Update with Dr. Chiavaras



In my seven years with Care Resources PACE, 2024 has certainly been one of the most memorable. As I helped to cut the ribbon at our grand opening celebration in Lowell, I thought about how much

we've expanded our reach, not only with our new building, but also with our services, team, and partnerships. It's been quite a year!

With the opening of our Lowell location, we'll have the opportunity to serve more participants with a new state-of-the-art clinic. Building it from the ground up, we were able to design the layout to best meet our participants' needs. With our care team's station located at the center, we have quick access to all of the surrounding exam rooms. Additionally, these rooms provide ample space for care, with one room devoted to specialties such as vision, dental, and audiology.

We also offer psychiatric care services through a contracted specialist, Dr. Deborah Wagenaar. She specializes in geriatric psychiatry and is able to support many of our participants through virtual visits, or when possible, in person. We know that mental health is so important for our participants, and we're fortunate for Dr. Wagenaar's expertise.

With the expansion of our clinical services, we're overjoyed to expand our care team as well. Board-certified nurse practitioner, Melanie Veach, NP, joined us in May of 2024, and has been a great addition to our team. Her kindness and ability to put participants at ease have been truly impactful. As we continue to grow our program, Melanie will be instrumental in helping us continue our exceptional care.

Last, but certainly not least, we have so many amazing partners that have helped us to extend our care. Faith Hospice helps us to improve the quality of life for participants who need special care, but aren't ready for hospice. Our partnerships with TANDEM365 and Care.Coach help us to reduce hospital visits,

and improve the quality of life for our participants. Corewell Health supports our AFC housing program while the Kent County Senior Millage and ARPA have helped us with funding for our Day Center at Care Resources program. We also began a new partnership with SmartMD to streamline our enrollment process and better track our referrals and outreach efforts. Please read more about our programs and partnerships throughout our report.

The joy and excitement that's come from our physical expansion as well as the expansion of our team and services over the past year have been unbelievable. I look forward to making our program even stronger in what will surely be another memorable year ahead!

- James Chiavaras, DO, Medical Director

Staff Service Anniversaries

Our annual Staff Service Awards took place in October. The employees below were honored for their years of service to Care Resources PACE and the greater Christian Living Services organization. We thank you for all of your hard work and dedication!

5 Years: Alaina Blough, Angela Baskin, Alison Kane, Nancy Baker, Amanda Oswald, Patrice Rozycki, Joyce Brown Hammond, Barbara Scothorn, Matthew Sallee, Samuel Evans, and Tara Davis

10 Years: Sharmain Miller and Katie Miller

15 Years: Lindsey Siegersma and Aaron Hoholik

25 Years: Stephanie Figures

35 Years: Tom Muszynski



Quality Improvements

Audit and Survey Results

Even with all of the excitement of preparing for a new site in Lowell, Dawn Poeller, Director of Quality and Compliance, and her team, were focused throughout 2024 on achieving success. They worked hard to prepare for three successful audits: a state audit in July, a CMS audit in August that will extend into early 2025, and an expansion site audit in October which resulted in approval of the new Lowell location.

They were also successful with two annual surveys. With an overall score of 90% on the 2024 participant satisfaction survey, they exceeded the national PACE average of 87%. For the most recent caregiver satisfaction survey released in 2023, they also received a high score of 90%, exceeding PACE's national average of 88%.

"It's exciting to see the results of these surveys," said Poeller. "We're making a difference in the lives of our participants and caregivers."

The quality team looks forward to finalizing their overall 2024 compliance results in early 2025. The CY2024 Compliance Overview below reflects just some of their achievements.

"No matter what our final numbers are for 2024, we're confident that we'll continue to set the bar high year after year!" said Poeller.

CY2024 Compliance Overview

No claims were filed for HIPAA or Fraud, Waste, or Abuse

100% compliant with verification of contracted providers, entities and staff - licensure and exclusion screening

100% compliant with appeals process and personnel audits and adherence

94% compliant with grievance process and contracted providers completing annual attestations

Participant Domain Program Update

The quality team continues to measure outcomes across four participant domains established in 2023. A fifth domain for physical well-being was discontinued due to its limited sample size and challenges with finding conclusive evidence to support the outcomes. Below are our outcomes achieved in 2024:

Domain 1 (Quality of Life): We tracked emergency department (ED) visits and saw an increase in visits as census grew. Education was provided to participants, and an awareness campaign was launched to remind participants to call Care Resources PACE to avoid visiting the ED unless the situation was life-threatening. A slight decrease in visits occurred in the first half of 2024, but then visits increased as the year progressed.

Domain 2 (Functional Status): We sampled the scores from the Tinetti Mobility Test (an assessment of stability during activities of daily living, fear of falling, and perception of balance) for participants for at least two years. Over half of the participants maintained or improved their Tinetti scores. The outcome was most positive for participants who were receiving therapy or restorative therapy.

Domain 3 (Social/Behavioral Function): We measured overall satisfaction of recreational therapy activities through monthly participant surveys and review of activity calendars. We set our satisfaction benchmark at 90%; however, we continued to see fluctuation of satisfaction from 80% to 95%. We attribute fluctuations to some participants having cognitive limitations that may have led to lower scores if they were unable to focus on a variety of activities.

Domain 4 (Cognitive Ability): We sampled the Montreal Cognitive Assessment (MOCA) scores for participants for two years. The assessment is designed to detect mild cognitive impairment. On average, 65% of the participants had a higher score at their annual assessment than at enrollment.



Financial Spotlight



A Reflection on 2024

The biggest highlight of 2024 was watching the progress on the construction of our new building in Lowell. Our staff played an important role in ensuring that the new site would be a success. From those who were directly involved in the project to those who picked up extra duties outside their normal responsibilities, everyone came together to make the vision a reality.

Care Resources PACE has come a long way financially to be able to expand to a second Day Center, helping us serve more participants in Lowell and the surrounding communities. The State of Michigan approved grant funding in 2024 of over \$1 million. That funding gave us the opportunity to fill our Lowell building with new furniture and equipment, update the furniture and audio-visual equipment in our Grand Rapids location, and purchase three new vehicles to help transport participants.

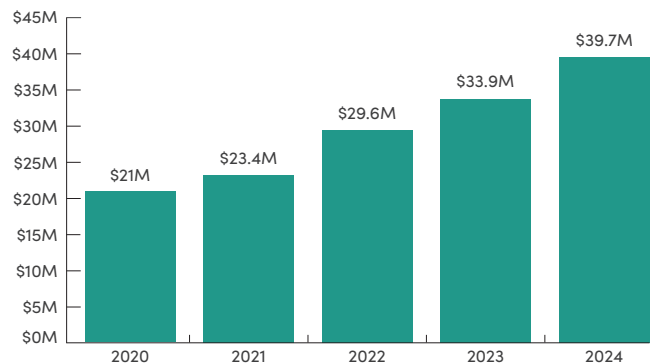
Overall, 2024 was a successful year for Care Resources PACE, and we look forward to continued growth in the future.

- Steve Quist, Chief Financial/Strategy Officer

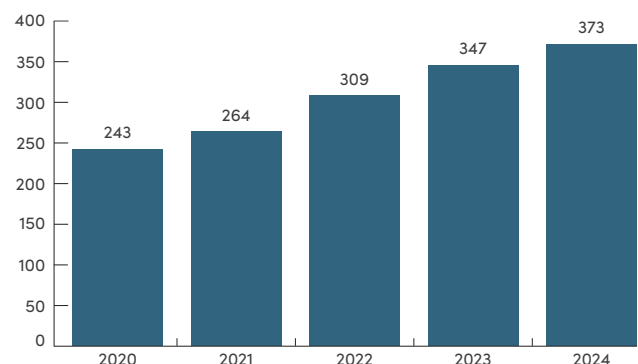
CFO's Report: Fiscal Year 2024

- Revenues for 2024 were up \$5.8 million over fiscal year 2023
- We enrolled 99 new participants in 2024 but lost 73 throughout the year
- Care Resources PACE of Lowell was completed in October 2024 and opened in January 2025
- In 2024, we received \$1,044,000 in grant funding from the Michigan Department of Health and Human Services under the American Rescue Plan Act of 2021 (ARPA) which helped cover the costs of furniture, equipment, technology, and vehicles
- We focused on marketing and community outreach to educate people about Care Resources PACE and the PACE program
- We began recruitment efforts for a full-time Director of Business Development which we plan to fill in 2025; the new position will focus on creating and executing strategies to expand outreach, build partnerships, and improve community service delivery

Revenue



Fiscal Year End Census



2024: Year at a Glance

411

Participants Served

95

Total Enrollments

358 Average Monthly Census

1,062 Average Member Months

587,000

Miles Traveled by Care Resources Vehicles to Transport Participants



54,050

Meals Provided to Participants

46 months

Average Length of Care for Our Participants

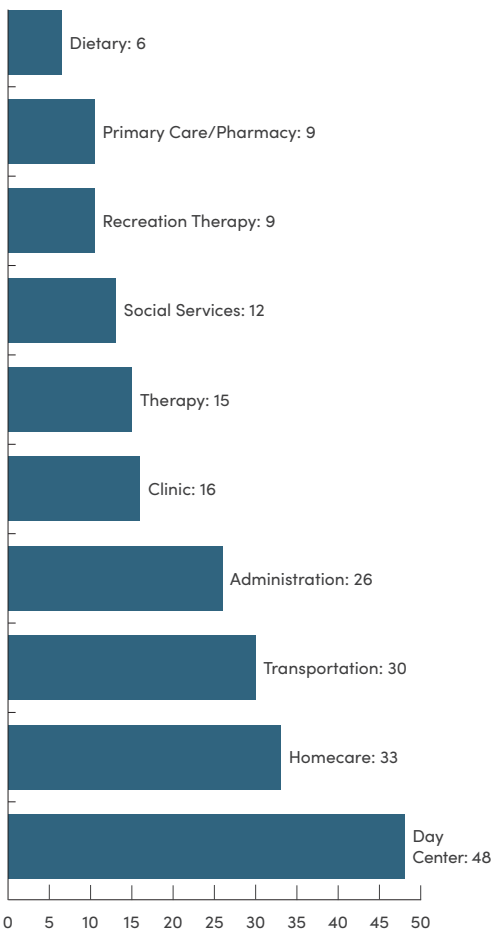
61,365

Homecare Hours

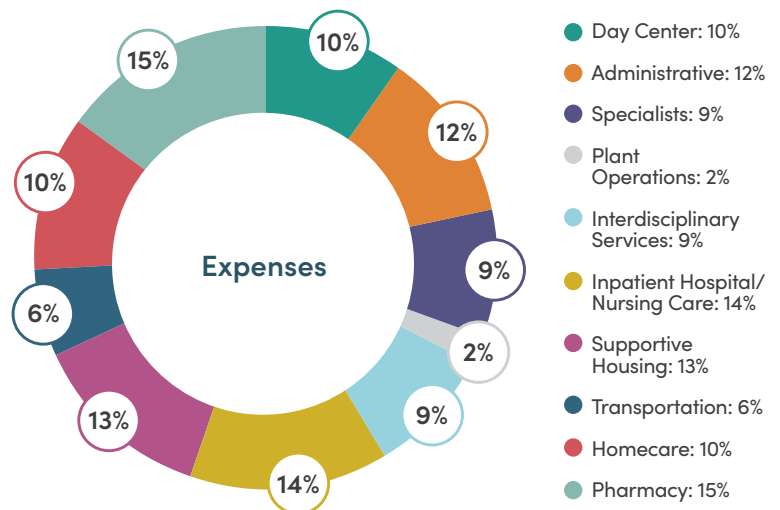
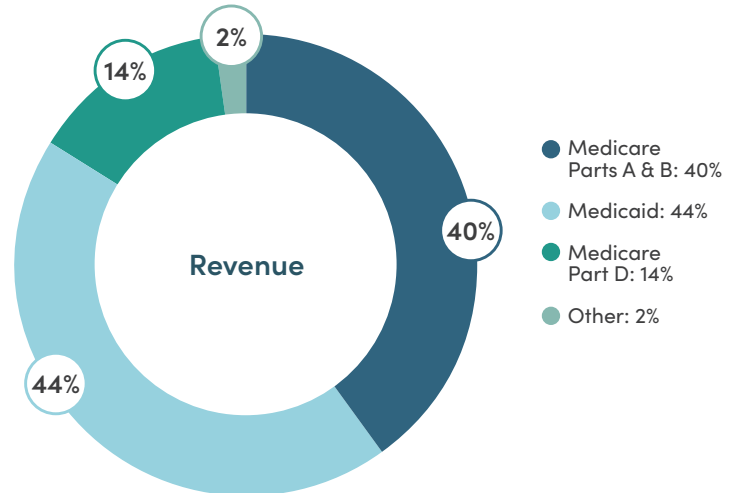
1,000+

Activities Planned for Participants

Employees by Department



Employees at Year End: 204
 Total Payroll: \$10,104,575
 Total Hours Paid: 322,620



Boosting Community Health: Vaccination Updates

When visitors come to Care Resources PACE, one thing they often notice is how healthy everyone is! Even during the winter, you'll see energetic participants and team members with bright smiles on their faces. That is largely because of our vaccination program, which helps to keep everyone healthy year-round.

During 2024, we offered the 2024/2025 COVID-19 booster to provide protection against the most common strain of COVID-19. By the end of December, 76.4% of eligible participants who were offered the vaccine were vaccinated. We also encouraged everyone to get a flu shot. From October through December, we vaccinated 90.3% of eligible participants who were offered the vaccine.

Bethany Graham, MSN-PH, RN, CIC, is the Clinical Quality Manager-Infection Control for Care Resources PACE. Graham oversees vaccination efforts, and she couldn't be prouder of her team's success. *"Our vaccination program is an excellent example of how we care for the greater community," said Graham. "These vaccines not only protect individuals from severe illness and hospitalization, but they*



help to protect those in contact with these individuals. We're so appreciative of our staff and participants who receive vaccines and help keep the entire community healthy, especially the high-risk elderly whom we serve."

Whether participants go through Care Resources PACE or an outside vaccine source, the goal is always for those who are eligible to receive their vaccines. We ensure that 100% of eligible participants are offered vaccines, including new enrollees in the program. *"Receiving a vaccine should be as easy as possible," said Graham. "It helps make our program successful and keeps everyone smiling, even through the cold winter months."*

David West RISE Above Award



The RISE Committee (Recognize, Inspire, Shine, Exceed the limits) nominates staff each month who go above and beyond. To celebrate the life of one of our bus drivers who passed away this past year, we recently renamed this honor to the David West RISE Above Award.

David loved our participants, and he 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 hardworking staff. [Check out our website](#) for this year's recipients.

Participant Moment

Care Resources PACE participant Anwar K. has always lived his life by one simple axiom: "God will provide."

He first heard the phrase from his father, Manga, while Anwar was busy one day planting rice alongside Manga in his homeland of Pakistan.

Manga had pledged Anwar would one day attend a boarding school, though Anwar was filled with doubt. *"We didn't have a lot of money, and so I asked, 'Who will pay the bills?'"* His father answered with the three-word phrase that would become Anwar's guiding star: "God will provide."

And indeed, God did. Anwar discovered that many times throughout his career pastoring to flocks in Pakistan, Bahrain, and the U.S., serving in that capacity nearly his entire adult life, until his retirement in 2006.

Anwar was born in a rural area, living in a small, sparsely populated village that had no roads, no running water, and no electricity. His family worked a piece of land owned by others, and it was a daily struggle just to put food on their table. Life was difficult; several of Anwar's siblings died in their infancy.

Against all odds, Anwar's parents endured, scrimping and saving enough not only to send him to boarding school, but to help him through college, the seminary, and into a post-graduate program where he earned a master's degree in theology.

A humble and well-known figure at Care Resources PACE, Anwar is soft-spoken, and yet when he does speak, it's with profundity. *"I'm able to come here almost every weekday," he says, "and I enjoy sharing the love of Jesus Christ."*

Anwar also can be spotted taking his daily one-mile walk about the Day Center, exercise recommended to him following open-heart surgery he endured in 1992 and a subsequent stroke. He also takes advantage of physical therapy at Care Resources PACE three times weekly.



"I highly recommend this place to others," he says of Care Resources PACE, where he enjoys leading Bible studies in the Day Center on an intermittent basis.

Anwar's role as pastor and chaplain took him into many communities in Pakistan, the Middle East, and Pasadena, California. In Michigan, his faith led him to Grand Rapids, Grandville, Georgetown Township, and more. He's proud to share many photos and certificates of achievement lauding him for his leadership roles, knowledge of Scripture, and faithful service to the Christian church.

Widowed from his wife of 60 years, Usha, Anwar clings to a favorite memory of sitting at his graduation from the seminary and thinking back to the role his parents played in helping him achieve what he did over the years.

"I'm sitting there at my graduation, and in my heart, I'm thanking God because He really did provide. I had so many reasons to be grateful, including a father who worked his whole life in the fields for me and my mother and my two sisters."

"I had plans, but it was really God's plan. It was His plan."



Celebrations & Events

Rolling in the New Year



We kicked off the new year with lots of winter activities. In February, we celebrated 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, we surprised our participants with roses donated from the AARP. We had a ball singing and dancing!

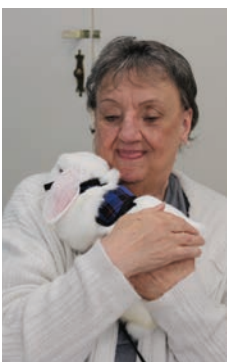
All About Barbie



During March, we celebrated Barbie's birthday and learned all 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 photo booth and finished the celebration by watching the Barbie movie. It was a good reminder that we're "Kenough"!

A Visit From Our Furry Friends



May was a busy month full of celebrations. For Cinco de Mayo, we sampled 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. We also loved when our furry friends came to visit. It was very relaxing and calming.



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 PACE, gathered at the third annual PACE Day at the Capitol event.

The goal was to raise awareness and support for the program. Speakers included Stephanie Winslow, Executive Director of PAM, and our very own Tom Muszynski. Representatives Carol Glanville and Phil Skaggs, among others, enjoyed listening.

After lunch, many of our staff and participants took a tour of the Capitol building and even got to meet Governor Gretchen Whitmer. *"It was exciting to meet the governor and some of the representatives," said one participant.* The event was a huge success!

PACE Day by the Numbers

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



Summer Extravaganza

This summer, we had lots of exciting activities and events. In June, we had a visit from our farm animal 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. We finished the summer with our annual pie-in-the-face event. It was so much fun and entertaining!



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, and had a special visit from Peanut the mini horse! Halloween was full of thrilling events. We hosted a “Wicked” themed tea party, held our famous Halloween costume contest, and had a wonderful time dancing to spooky songs at our Monster Mash dance.



Honoring Our Veterans

On November 11, we hosted our fourth annual pinning ceremony to honor our veterans. The following participant veterans were honored: Carlton A., Roger B., Dan D., Jerry M., Mike M., Art V., and Kenneth W.

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.

Each participant veteran received a pin and a commemorative coin. Thank you to all of our veterans for your service!

End-of-Year Festivities

We wrapped up the year with our favorite winter activities. We enjoyed painting holiday-themed ceramics, creating Christmas tree popcorn garlands, and caroling with hot cocoa. We held our annual Christmas with Keoina event where participants and staff showcased their talents with special performances. Our staff also made time to support Mel Trotter Ministries with a clothing drive for the unhoused in West Michigan.

At our end of the year celebration, we celebrated our former CEO, Tracey McKnight. We felt like celebrities as we walked down the red carpet while dancing to music played by DJ Della Soul. We thank Tracey for all that she has done for Care Resources PACE, and we wish her all of the best in her retirement!



Partnership Highlights

AFC Housing with Corewell Health

Since fall 2022, our partnership with Corewell Health has been instrumental in providing adult foster care (AFC) housing for qualifying Care Resources PACE participants. We currently have two houses and 24 beds. Located adjacent to our Grand Rapids campus, each house provides a home-like setting with activities to support daily living for permanent residents and those in need of short-term respite and hospice care. Corewell Health owns, manages, and staffs the homes, providing full-service care 24 hours a day, 7 days a week.

Administrator of the AFC housing, Tricia Crawford, is thrilled about the partnership. *“Together, we’ve been able to increase the quality of life and health for the participants we serve, extending across all levels of care,”* said Crawford. We’re so grateful for Tricia and her care team and for all their hard work in making this program a success!

TANDEM365

We’re grateful for a partnership with TANDEM365. Through our collaboration, participants can receive paramedic services and moderate to urgent medical care in their own homes. TANDEM365 assists 24 hours a day and 7 days a week with minor injuries, mild breathing issues, nausea, dehydration, swelling, and more. Participants may call our main line and avoid calling 911 and/or visiting the hospital emergency department (ED) or an urgent care clinic. Even if we’re closed, our after-hours team can help evaluate the situation, provide guidance, and contact TANDEM365 for assistance as needed.

In 2024, TANDEM365 received and responded to 85 calls from participants. Of their 85 assessments, only 22 resulted in a transport to the ED. We’re excited to continue our partnership with TANDEM365 and helping to prevent future hospital visits for more of our participants!



Care.Coach

Care.Coach has continued to grow since our partnership began in 2021. From 117 devices used by participants in 2023, we now have 130 devices in use! This user-friendly telehealth system features an avatar in the form of a dog or cat to build relationships between participants and healthcare advocates who provide care and support from behind the avatar. The device delivers reminders, fitness and nutrition coaching, games, and much more. It not only provides a social outlet for participants but helps to keep them informed. For example, schedulers can use Care.Coach to video chat an alert to participants that their homecare aide has arrived or is in transit.

In October 2024, our team had the opportunity to present at the National PACE conference in San Diego. We shared how Care.Coach continues to help lower the average number of emergency room visits, hospital admissions, and falls for our participants. The presentation was very well received!

We’re excited for the ongoing success of our partnership, and we look forward to supporting even more participants with Care.Coach in 2025. Our goal is to have 150 total devices set up over the next year!



Program Updates

Day Center at Care Resources

Since fall of 2023, the Day Center at Care Resources program has continued its growth and success. The program provides seniors who are facing caregiving gaps, especially those living with dementia, a friendly environment to expand their social network without having to enroll in our full PACE program. The Day Center program offers a safe setting in one of three different rooms catering to a range of activity levels and social needs. Each room provides engaging activities and meaningful group interactions.

The program includes either a half-day option or a full-day option in both Grand Rapids and Lowell to help ensure we meet the needs of participants, their families, and caregivers. With financial support from the Kent County Senior Millage, seniors who otherwise couldn't afford these services now have the opportunity to enroll.

One of the biggest benefits of the program is the high level of care provided by our team. With support from the Dementia Institute, many of our team members have gone

through comprehensive dementia care training through Teepa Snow to achieve a range of Positive Approach to Care (PAC)[®] dementia certifications. These certifications not only allow our staff to provide quality direct dementia care to participants, but they also provide the knowledge and tools to support other staff, and even conduct in-house dementia care training for our entire team. Over 190 team members have completed the online PAC dementia education on our new training platform, MedBridge. In September 2024, a hands-on PAC dementia training session was held at our Grand Rapids location for approximately 140 staff members to put that education into practice, including using the Hand Under Hand (HUH) technique for participants living in different stages of dementia progression.

We recognize and applaud all team members who've earned or are currently working toward their PAC training achievements or certifications. We're so excited to continue the success of this program and to continue welcoming new friends to our Day Center!

NPA Summer Conference

This year, we had the honor of hosting the National PACE Association (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 included 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 they commented on 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!



Board & Committees

Board of Directors



Board Chair

Troy Vugteveen of
Holland Home (pictured)

Treasurer

Paul Karsten of Pine Rest
Christian Mental Health
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Care Partners

Alternates

Kristi Belmore of University of Michigan
Health-West

Doug Himmelein of Holland Home/CLS

Wade Keller of Dominican Sisters ~
Grand Rapids

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

Participant Advisory Committee

Care Resources PACE invites all participants, families, caregivers, and providers to join our monthly Participant Advisory Committee (PAC) meetings. Meetings are held from 12:30 PM to 1:30 PM in both Grand Rapids and Lowell. We want to hear your ideas for our program. Our staff also shares updates on events, programs, and activities.

We hope to see you at our upcoming meetings in 2025:

Grand Rapids: 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

Community Advisory Committee

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

This council is comprised of community leaders who drive change by meeting regularly to share perspectives, stories, thoughts, and insights. The committee also reviews and advises on Quality Improvement initiatives.

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

Margaret Chamberlain

Majestic Care

Tricia Crawford

Corewell Health

Blair Davis

Cunningham Dalman

Ronald S. Duemler, MD, MS, CMD

Trinity Health Grand Rapids Hospital

Marcy Emmelkamp

Reliance Community Care Partners

Robin Genter, RT, CMPE

University of Michigan Health-West

Priscilla Kimboko, PhD

Grand Valley State University

Sallie Prins

Holland PHO

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

University of Michigan Health-West

Rene Wheaton

Christian Living Services

Sarah Wheeler

Disability Advocates of Kent County



Looking Ahead

With all the excitement that occurred in 2024, it's difficult to say goodbye to such a memorable year. We know that it will always be remembered as the year we said farewell to an amazing CEO and welcomed a new leader to the position. It will be celebrated as the year we constructed a new building and opened our second location in Lowell. But above all, it will be recognized as the year we ignited the future expansion of our program. We've anchored ourselves in two lively communities that not only welcome us and our program, but also share our excitement for growth. In 2025, we'll focus on continuing to spread the word about our site in Grand Rapids,

while also working passionately to fill our capacity in Lowell and enroll up to 125 participants there. We will increase our business development, marketing, and outreach efforts with new leadership, and increase referrals with better data tracking through SmartMD. We'll also develop new leaders in participant care and in dementia care as we continue to build our staff training and certification programs, allowing us to strengthen our Day Center at Care Resources program as well. Although it's always difficult to say goodbye to the past, we know we have big plans for the future, and we cannot wait to change the lives of many more participants in 2025!

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 **800.610.6299** (TTY 711) or **download** a referral card from careresources.org/resources/referrals; complete and email to info@careresources.org.

We look forward to helping you and your patient!

Donate Today

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

Visit our website: careresources.org/donate to make a monetary or gift donation.

We thank you kindly for your support!

Stay Connected

Call us with any questions: **800.610.6299**.

Visit our website: careresources.org.

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

Volunteer your time by completing an application: careresources.org/volunteer.

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



Amazon Wish List

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





800.610.6299 • careresources.org

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