

Let us tell you
our story

ANNUAL REPORT 2021

FY21 - October 1, 2020 - September 30, 2021

Our Mission

To provide a comprehensive and coordinated system of services designed to promote the independence and dignity of older persons and their families in Muskegon, Oceana and Ottawa counties—a mission compelling us to focus on older persons in greatest need and to advocate for all.

**An Area Agency on Aging serving Muskegon, Oceana
and Ottawa counties.**



CEO Report

Pam Curtis, CEO

“Caring for our seniors is perhaps the greatest responsibility we have. Those who walked before us have given so much and made possible the life we all enjoy.”

– Senator John Hoeven (North Dakota)

Last year, I ended my report with the following quote: “Challenges are what makes life interesting; overcoming them is what makes life meaningful.” That quote from Joshua J. Marine would be an appropriate start to this year’s report as well. When we wrote about all of the changes brought on by the start of the COVID-19 pandemic, I think we were all hopeful that 2021 would be better. And it has been. But we are still in a pandemic, and still facing numerous challenges.

I do not want to dwell on the negatives, however. That would be understandable, but it’s not how we operate at Senior Resources. I continue to be amazed at the resilience and hard work our Senior Resources team puts in to help maintain the dignity and independence of our older adults.

We remained in telephone contact with our participants throughout the past fiscal year and continued to utilize Zoom and Microsoft Teams meetings with our staff and even the weekly caregiver support group. And in July, we opened our office to the public again!

You will see a variety of highlights of our work throughout this annual report relating to our supports coordination work, Primary Care at Home, and other departments. I’d like to take this time to offer some other notable achievements in departments that may not be as widely noticed, because they do not work directly with participants:

Our Finance Department offered consulting support to another area agency on aging, supported a new provider unmet needs program, had another “clean” audit which was conducted 100% remotely for the first time, and saw favorable outcomes with the Aging and Adult Services Agency fiscal assessment.

Our Human Resources staff successfully hired and onboarded 26 staff members – much of that done remotely; interviewed and brought on three interns; and continued to guide staff to use services through our Employee Assistance Program.

Our Technology Department expanded cyber security efforts to include testing of phishing attempts, with a goal to assess our readiness to spot malicious messages and identify gaps.

The Communications and Marketing team hired a marketing manager, adapted our Dementia Friends program to a virtual format, coordinated production of two 30-second ads promoting Senior Resources and the Primary Care at Home program, and saw the Senior Perspectives newspaper win 13 awards at the North American Mature Publishers Association conference in a higher circulation category.

The primary theme of 2021 – and of all years, really, but especially this past year – has been caring. I see it in our supports coordinators and caregiver support specialist – reaching out to our participants via phone when they cannot visit them in person. They are looking forward to the days – soon, we hope – where they can visit them at home again. I see our Community Outreach Committee again taking on packing more than 500 personal care bags thanks to a grant from the DTE Foundation and some state funding, to be delivered to more participants than ever before. Our Fun Committee strives to keep employee morale up, whether it’s Zoom coffee breaks, happy hours, brain breaks, and holiday party; selling cookbooks with staff recipes; doing an internet scavenger hunt; or the actual in-person staff picnic that we were able to hold in August. I see our staff raise funds for and participate in the annual Walk to End Alzheimer’s. Our leadership team, always talking with their own teams about self-care, and stepping in to help whenever possible. I could give many more examples, but instead, I will close with a few quotes:

“One person caring about another represents life’s greatest value.” – *Jim Rohn, author*

“The closest thing to being cared for is to care for someone else.” – *Carson McCullers, author*

Rest assured that everyone involved with Senior Resources – staff, volunteers, and the board – cares about our aging population, and each other. There is no pandemic that will stop that.

“The simple act of caring is heroic.” – *Edward Albert, actor*

Pam Curtis

Pam Curtis, CEO



Primary Care at Home Program Revives the House Call



Primary Care at Home, formerly called Enhanced Care Services, has had a very successful year providing health care to older adults in their own homes. In addition to enhancing the quality of care for patients and supporting caregivers, home-based medical care can significantly reduce medical emergencies and missed appointments, and help better control chronic conditions. Home-based medical care also helps alleviate stress and other challenges for everyone involved in a patient's care.

134 patients
508 home visits
1,730 claims billed
380 hours patient contact & care management

carried out by the Senior Resources team, and/or remote patient monitoring, among other home and community-based services. The nurse practitioners visit patients in their homes and have ample time to create a care plan with them to address their chronic conditions and health concerns. An emphasis is placed on completing advance care planning, addressing behavioral health issues, medication reconciliation and pharmacy review, as well as preventative services.

In FY21, Primary Care at Home served 134 patients, billed 1,730 claims for services, conducted 508 home visits by nurse practitioners, and provided 380 hours of patient contact and care management. The program developed and delivered behavioral health services and trained staff in advance care planning. Staff saw low average monthly hospitalizations and emergency department usage in their patients.

It's making a difference to patients. Patients in the Primary Care at Home program have experienced 14% less hospital utilization than Senior Resources participants not using the program.

"I trust them with all my health care," said Alice Swanson. "I have a lot of confidence in this program because they've helped me every time I've needed help."

Primary Care at Home was developed with funding from the Michigan Health Endowment Fund. <<<



Nurse Practitioner, Laura Maclam, with participant

Home-based medical care or the "house call" concept used to be common. In the 1930s, 40% of health care was delivered in the home. Over time, patient care moved to physician offices, clinics, hospitals, and emergency departments. Primary Care at Home brings back that home visit.

"We're able to help identify other needs that might not be seen in a physician's office," says Primary Care at Home Nurse Practitioner Laura Maclam. "We're able to get to know our patients, see them in their own environment, and hopefully help identify ways for them to be better advocates for their own health."

Modern technology makes a difference. Electronic medical records allow access to patient charts virtually anywhere. Blood and lab tests can be done in the home in minutes and taken to a lab. Portable x-rays and ultrasound services are now available the same day in your home.

Primary Care at Home has a team approach that includes Nurse Practitioners, a medical director, pharmacist, case management, registered nurse, medical assistant, and licensed counselor. The plan may include case management



Community Health Workers, Paulina Tyink (left), and Deb Bringedahl (right) Medical Services Administrator, Kim Vazquez (center)

FY21 Review

➤ Area Planning & Program Development

- › Received approval of annual implementation plan for fiscal year 2022
- › Hosted virtual meetings for senior centers and senior housing for better information sharing during COVID
- › Secured contracts for grants administration and in-home services for the Muskegon County Senior Millage
- › Awarded funds for service gaps in the region, such as senior center staffing and adult day centers
- › Created a video to explain in-home services to Muskegon County stakeholders
- › Distributed 45 **Maria's Place activity boxes** monthly to older adults to help alleviate social isolation and boredom
- › Continued to distribute **animatronic pets** to people as needed; **33** have been **issued** since 2020



Karla Betten, Grants Manager AASA, displays Maria's Place Activity Boxes

➤ Access to Supports & Services *Supports Coordination*

- › Received 16 VA referrals; 15 of them were enrolled
- › Options Counselors received/made more than 17,240 calls; they successfully transitioned to a hybrid work schedule, rotating home and office staffing

- › Supports coordinators continued to make regular calls to participants
- › Converted initial assessment and re-assessment forms from English to Spanish
- › Inquired with all participants about vaccination status and arranged for vaccinations and transportation as needed
- › Continued to assist with food box distribution to participants as needed
- › Senior Resources **Medical Loan Closet distributed 6,397 items**, valued at \$110,744. We received 7,585 donated items valued at \$127,599. Most items in the Loan Closet are donated or purchased with grant funds, individual donations, or reserve funding.

Caregiver Support

- › Launched **Trualta**, a free online resource for caregivers, www.seniorresources.trualta.com, with **30 participants enrolled** to date
- › Conducted weekly support groups in person and via Zoom
- › Held meetings with caregivers and family members to find resources, refer to programs, and help organize their new role caring for loved ones
- › Made weekly and bi-weekly phone calls to caregivers
- › Issued **67 caregiver respite vouchers**
- › Continued to promote Active Daily Living, a free website offering resources and simple tips for aging in place, www.seniorresourceswmi.dailylivingadvice.com.

Long-Term Care Ombudsman

- › Helped develop and distribute an activity book for long-term care and skilled nursing facilities containing ombudsman information to re-introduce the ombudsman to facility staff, residents, and family members
- › Developed a training to educate on the role of the ombudsman for new employees at facilities
- › Advocated for visitation for many residents and their families with facilities, the Michigan Department of Health and Human Services, wrote letters, and petitioned against immunity for facilities

FY21 Review



› Presented on the role of ombudsman at the Veterans Association conference, caregiver support groups, and other organizations

› Advocacy – Local, State, and Federal

› Due to the continuing pandemic, most advocacy meetings were canceled. We did hold a virtual meeting of the Senior Advocates Coalition in May. We updated on the direct care worker shortage and those attending heard updates from voices from the aging network – Kris Collee of AgeWell Services, Kathleen Premer of Oceana County Council on Aging, Pam Curtis of Senior Resources, Kim Kroll of Four Pointes Center for Successful Aging, and Jo VerBeek of Evergreen Commons.

› Older Michigianians Day was extended to a week – Senior Action Week, with virtual opportunities to connect and daily spotlights on topics:

› Rebalance community-based long-term services and supports funding - Promote the MI Choice Waiver program, expand access for all who qualify, and seek program improvements which will allow MI choice to serve Medicaid beneficiaries more effectively This includes rebalancing of Medicaid funding.

› Increase access to home and community-based services - Expand access to home & community-based services for older adults and persons with disabilities who are not Medicaid beneficiaries.

› Bridging the digital divide for older adults - Urge policymakers to expand access to affordable, reliable high-speed Internet for all Michigan residents, regardless of where they live in the state.

› Support and strengthen the caregiver workforce - Advocate for increased pay for all direct care workers and support quality training programs which produce increased career opportunities.

› Establishment of a kinship care navigator program - Ask Legislature to revisit the establishment of the Kinship Caregiver Navigator program at the state level to assist kinship caregivers in attaining resources and training.

› And of course we continued to advocate for services and funding for older adults especially related to COVID.



*Packed 500
Personal Care Bags*



Companion Care Staff Dementia Friends Training



*Fun Committee
Hot Dog
Cookout*

FY21 Review

MI Choice Waiver

- › Coordinated personal protective equipment distribution to providers and community partners
- › Created provider, participant, and employee fraud training to assist in our efforts preventing fraud, waste, and abuse
- › Implemented advance care planning training for staff
- › **Ranked 6th** overall in MI Choice Waiver agents in the state
- › **Ranked 1st** in encounter data and 1st in timely reporting in Michigan, for the third consecutive year
- › Continued to work with the provider network to combat the direct care worker shortage
- › Saw growth in the Waiver program of **50 additional participants**
- › **Helped 109 participants** who desired to **transition** from skilled care facilities to a living setting of their choice
- › **Distributed \$985,766** in direct care worker premium pay to purchased service providers for services between October of 2020 and May 2021
- › Successfully **collected over \$29,000 in outstanding invoices** from the VA Veterans Directed Home and Community Based Services program

Unmet Needs Fund

- › The Unmet Needs Fund assists vulnerable adults age 60 and older who may have fallen through the cracks for government-supported assistance and whose limited income prevents them from purchasing much-needed personal items or home repairs.
- › **83 older adults received assistance** with dental work, dentures, mattresses, medication dispensers, washer and dryer machines, refrigerators, and water heater co-pays for a total of \$33,649.05.
- › The Unmet Needs Fund comes from interest income, memorial gifts, and private contributions, and is usually funding of last resort.

Housing Coordination

- › **Housing Coordination assistance** was provided to **205 participants/families**. With the ongoing impact of COVID-19, housing placements took extra time and effort; it required more continuous communication with assisted living administrators, low-income independent living property managers, local housing authorities, realty companies and other community resources.
- › Participants/families were provided with information, materials and applications for the housing options that were appropriate for them to remain safe and as independent as possible. The Assisted Living communities were, at times, limited on how many new residents they could take due to staffing challenges and COVID positivity rates.
- › Low-income housing placements remain a challenge due to there not being enough subsidized housing, resulting in wait lists up to 4 years long at some properties. Tenant requirements are also becoming more stringent which can be a barrier to those with limited income. Though the goal is to secure safe, long-term, affordable housing there are times only a motel room is an option until this placement is a reality.
- › **Safe, appropriate placements** were secured at Assisted Living facilities for **79 people**, and **independent living apartments** were secured for **8 people**.

Medicare/Medicaid Assistance Program (MMAP)

FY Report: April 1, 2020-March 31, 2021

- › **Fifty-one** specially trained MMAP counselors served **2,053 beneficiaries** on a one-to-one basis. Of those, 43% were estimated to be low-income. MMAP also **reached 25,445 consumers via speaking engagements** and outreach events, primarily through virtual means. By changing plans and/or applying for assistance programs, MMAP counselors **helped participants save \$471,307**. In total, MMAP counselors provided **1,347 hours of service**.
- › Open enrollment and outreach were conducted virtually. We recruited and retained six counselors out of the Muskegon office. We thank the volunteers who continued to provide assistance remotely as the pandemic continued this fiscal year. <<<



FY21 Grant-Funded Services

As one of the 16 Area Agencies on Aging in Michigan, Senior Resources is awarded and then grants Older Americans Act (OAA) and Older Michiganians Act (OMA) funds to organizations serving Muskegon, Oceana, and Ottawa counties. The following organizations received grant funding in FY21:

- AgeWell Services
- Community Access Line of the Lakeshore (C.A.L.L. 211)
- Evergreen Commons
- Four Pointes Center for Successful Aging
- Georgetown Township
- Golden Sands Golf Course
- Hackley Community Care
- Lakeside Comprehensive Rehabilitation
- Legal Aid of Western Michigan
- Oceana County Council on Aging
- Orchard View Community Education
- Ravenna Township
- The Little Red House



Service Category:	Impact	Participants Served
Congregate Meals Healthy, nutritious meals served in a group setting to adults 60+	60,842 meals	977
Home Delivered Meals Low-cost, nutritious meals delivered to people who are challenged to prepare their own meals	138,583 meals	1,243
Information and Assistance Connects individuals to service providers that address their needs	4,261 hours	8,521
Friendly Reassurance Regular phone calls to homebound older adults providing wellness checks and socialization	1,207 contacts	35
Elder Abuse Prevention Public education and outreach to help prevent abuse, neglect, and exploitation	390 hours	8,959*
Health Promotion Training and education to assist seniors in avoiding illness and improving their health	342 sessions	298*
Caregiver Support & Training Identifies, prevents, and provides support and training to family caregivers	535 sessions/hrs	183
Case Coordination Assess, develop and monitor an individual plan of service and arrange and evaluate these services	3,137 hours	344
Kinship Care Support for relatives who step up to raise children or grandchildren	130 sessions/hrs	24
Transportation Access services, reduce isolation, and promote independent living through assisted/public transportation	11,403 rides	550
Legal Services Protects legal rights through education, advocacy, counseling, and legal assistance	637 hours	323
Senior Center Staffing Funding to support staff positions at senior centers	8,432 hours**	
Homemaking Maintains a healthy living through tasks like laundry, meal prep, light housekeeping, and shopping	108 hours	12
Adult Day Services Provides participants with care and activities in a safe environment while providing relief for caregivers	662 hours	43
TOTAL PARTICIPANTS SERVED		21,512*

*Client count may be duplicated numbers **No participants are tracked for Senior Center Staffing

In-Home Care Coordination by the Numbers

We thank our provider network for their partnership. There is a nationwide shortage of direct care workers providing hands-on care. This shortage has often caused a reduction in service provided compared to previous years. We are advocating for improvements at the local, state, and national levels.

Senior Resources' Nurses and Social Workers Provided:	Impact
Care Management Services An assessment of a person's living situation for those who do not financially qualify for the MI Choice Waiver program	241 participants
Case Coordination Services Assess, develop and monitor an individual plan of service and arrange and evaluate these services	295 participants
MI Choice Waiver Services For those who meet a nursing home level of care but choose to remain in their own homes; provides a wide variety of home and community-based services managed by nurses and social workers. Paid by Medicaid.	1,247 participants
Nursing Home Transition Services Help for those individuals living in a skilled care facility who wish to return to community-based living	143 participants
Veterans Services Additional programs and services to allow veterans to live at home rather than in a nursing home	15 participants
Senior Millage Services Programs funded through the Muskegon County Senior Millage; including community living supports, homemaker services, medication management, personal care, emergency response systems and respite care	166 participants
Purchased In-Home Services	
Adult Day Care	9,641 hours
Adult Day Services to Combat Social Isolation Provides participants with care and activities in a safe environment while providing relief for caregivers	2,524 hours
Home Delivered Meals Low-cost, nutritious meals delivered to people who are challenged to prepare their own meals	59,501 meals served
Homemaker Maintains a healthy living through tasks like laundry, meal preparation, light housekeeping, and shopping	5,144.5 hours
Personal Care/Homecare Help with bathing, dressing, toileting, eating, transferring, and more	436,719.5 hours
Respite Care (in & out of home) Provides companionship, supervision and/or help with activities of daily living in absence of caregiver	5,958.25 hours
Nursing, Counseling/Training & Med Mgmt Help with setting up and monitoring medications	18,446.25 hours
Transportation Help access services, reduce isolation, and promote independent living through assisted or public transportation	9,775 trips 29,083 miles 29 bus passes
Chore Services Tasks to increase safety and independence, like snow removal and yard maintenance for those who can't perform or pay	2,725.5 hours 830 services
Medical Supplies & Equipment (Per Piece / Supply Provided) Equipment and supplies needed to help keep older adults safely in their homes	102,267
Emergency Response Systems (Monthly Monitoring) Electronic devices that monitor participant safety and give access to crisis intervention and monthly monitoring	7,093
Home Repair/ Modification/ Environmental Aid (Per Service / Supply Provided) Assessment of a residence and environment to identify barriers, with a plan to make needed repairs/modifications	46
Community Support Services - Residential Care Help participants accomplish tasks they could not normally do, beyond support provided by the residential setting	61,477 days
Fiscal Intermediary Services A person or organization that pays bills on behalf of a participant	428 per service

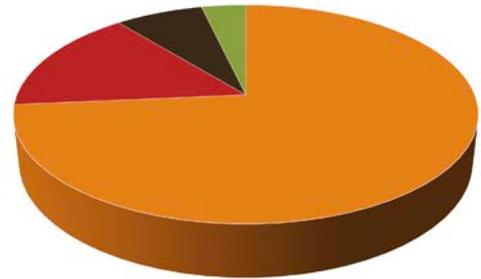
FY21 Financial Overview



Summary Statement of Activities

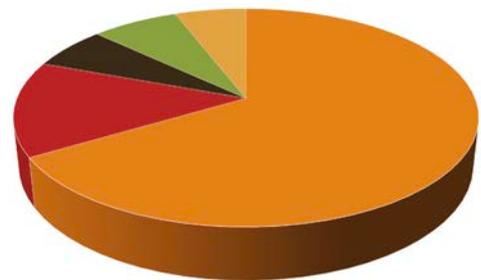
Revenue

MI Choice Waiver Program	\$ 21,275,328	73.6%
Aging Programs	\$ 4,491,293	15.5%
Muskegon County Senior Millage	\$ 2,093,215	7.2%
Other Revenue, Net	\$ 1,059,482	3.7%
Total Revenue & Support	\$ 28,919,318	100.0%



Expense

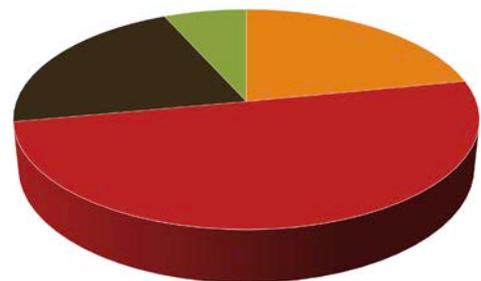
MI Choice Waiver Program	\$ 19,933,005	66.4%
Aging Programs	\$ 4,247,818	14.2%
Muskegon County Senior Millage	\$ 1,901,215	6.3%
Other Programs and Services	\$ 2,151,656	7.2%
Total Program Expense	\$ 28,233,694	94.1%
Administrative, Management, and non-Service Expense	\$ 1,759,731	5.9%
Total Expense	\$ 29,993,425	100.0%



Summary Statement of Financial Position

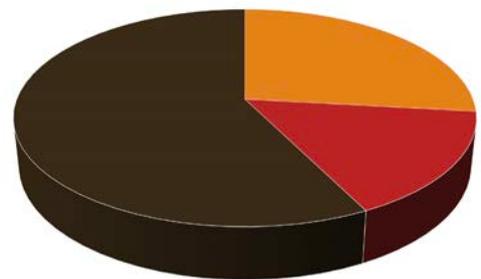
Assets

Cash	\$ 1,979,864	21.9%
Investments	\$ 4,541,492	50.2%
Grants & Other Receivables	\$ 1,920,523	21.2%
Other Assets, Net	\$ 606,771	6.7%
Total Assets	\$ 9,048,650	100.0%



Liabilities and Net Assets

Payables	\$ 2,425,115	26.8%
Other Liabilities	\$ 1,429,756	15.8%
Unrestricted Net Assets		
Beginning of year	\$ 6,267,886	
Change in Net Assets	\$ (1,074,107)	
End of year	\$ 5,193,779	57.3%
Total Liabilities & Net Assets	\$ 9,048,650	100.0%



NOTE: Financial Statement audit conducted by Plante Moran, PLLC
See the complete audited financial statements at <https://seniorresourceswmi.org/financial-report/>

Provider Vignettes



*Four Pointes,
Grand Haven*



*Evergreen
Commons
Day Center,
Holland*



Four Pointes for Successful Aging

In 2021, Four Pointes had the opportunity to host a week-long celebration to promote all the wonderful programs, services, and resources available to our area seniors. The team had a great time connecting with members they hadn't seen in quite some time and welcomed many new members to the center. Four Pointes is grateful to be able to serve such a vibrant and thriving senior community.

"The event was great! Loved all the informational presentations, getting to meet the quilting group and playing games. It was a great way to meet friends – thank you Four Pointes."

– anonymous guest

AgeWell Services

I just wanted to reach out to the volunteers who delivered meals to my mom, Jan Bussard, in Spring Lake over the past several years. She died on December 30, but looked forward each day to receiving her meals from Clint, Ginger and all the others. This service is so important and meant so much to my mom that it inspired me to deliver meals for Meals on Wheels where I live in Minnesota. Please pass on to all staff and volunteers what an important service they are providing and how much it means to family members, especially those of us who don't live near our loved ones. Thank you so much.

Jiselle (Bussard) Graves
Minneapolis, MN

Evergreen Commons Day Center

"I don't know what kind of magic sprinkles you guys are using there, but all the folks I send there have improved mood and behavior because of their experience with your outstanding staff."

–Tom

In Remembrance and Team Celebration



Rev. Peter J. Theune

Aug. 8, 1943 – Oct. 10, 2021

Older adults in Muskegon, Ottawa and Oceana counties lost a true advocate this past year. Rev. Peter J. Theune may have lived in Ottawa County, but he was an advocate for all.

It is a daunting task to pay tribute to someone who was so highly regarded by others and who had a profound impact on you as a person. Peter Theune understood the importance of community. He noticed those who were invisible or overlooked and was an advocate on their behalf. Peter listened. He was curious and asked questions in an effort to really understand. He had a gift for knowing the right words to say. He was a doer and got things done.

Peter wanted to make sure older adults from all walks of life and areas of our region were taken into consideration as we developed our plans and made decisions. Peter was an active member of the Senior Resources Program and Planning Committee and a former member of our board of directors as well as the board at Four Pointes Center for Successful Aging. When it was decided that we would try to garner community support for what is now Tanglewood Park, he stepped up to assist with the capital campaign. The Little Red House Adult Day Services program in Spring Lake exists because of Peter's vision, energy, and ability to gather the right people together. There are numerous other programs in the community that have benefited from Peter's passion for people. Peter was a community leader. He was authentic, compassionate, and kind. He wanted to leave the world a better place and he did. All of us should be so lucky to have such a positive impact on our communities.

I once read that a person pursues happiness but chooses joy. Peter chose joy and everyone that worked with him felt it and benefited from it. Joyful was the word used at his memorial service that best described what you felt from him when you spent time with him. While we have lost an incredible advocate for older adults, we can still honor him by choosing joy and continuing to advocate for the overlooked. Thank you, Peter. You will be missed.

-Pam Curtis

August Summer Staff Picnic



2021 Purchase of Service Providers

A New Beginning
A&J Total Care, LLC
Aegin Place of West Michigan, LLC
Agape Home at Blueberry Fields
Agape Home, Inc.
AgeWell Services of West Michigan
AH Jenison Subtenant LLC
Air-Caire Home Medical
Airway Oxygen, Inc. – Grand Rapids
Airway Oxygen, Inc. – Holland
Airway Oxygen, Inc. – Muskegon
Alliance Home Health Care Services, Inc.
Appledorn Assisted Living Center
Arcadia Home Health Care and Staffing
Bedside Buddies
Care Plus TLC
Cherry Blossom Manor, Inc.
Christian Care Senior Care Community
Christian Haven Home
Comfort Keepers
Connect America.com LLC
Continuum Home Health Care
Critical Signal Technologies, Inc.
Daybreak Adult Services, Inc.
Dayspring Assisted Living and In Home
Dignity Dunes In Home Care
Diversified Medical Staffing, LLC
Elders' Helpers
Evergreen Commons
Families Manor
Fountain View Assisted Living
Four Pointes Center for Successful Aging
Freedom Transit
Functional Homes, Inc.
Georgetown & Cambridge Manors
Golden Years Personal Care Home, LLC
Grand Pines Assisted Living Center
Great Lakes Healthcare Resources-Lakeshore
Great Lakes Home Modification, LLC
Green Acres Standale
GT Independence
Guardian Medical Monitoring
Hallstrom Castle Assisted Living
Health Care Associates
Healthcom, Inc.

Heart and Hands In Home Care
Homestyle Direct, LLC
Hume Home of Muskegon, The
Integrity Pest Control
Interim Healthcare of West Michigan
Kate's Transportation
Kidbit Services Inc.
King Home
Lakeshore Assisted Living Homes
Lakeshore Home Health Care Services
Lakeshore Senior Care
Leaves Personal Care
Lifeline Systems Company
Little Red House, Inc., The
Love INC of Muskegon County
Martell & Company Home Care
and Assistance
MedScope America Corporation
MI Life Transport
Mom's Meals Nourishcare
Northcrest Assisted Living Community
Oceana County Council on Aging
O'Malley's Pest Control, Inc.
Pampered Auto Transportation
Peace at Home
Pinewood Retirement Home
Professional Med Team
Resource Transportation
Resthaven Maple Woods
Robbinswood Assisted Living Community
Roskam, Pete
Rural Home Care Services, Inc.
Sanctuary at the Oaks
SarahCare at Metro Health Village
Seminole Shores Assisted Living Center
Sheldon Meadows Assisted Living Center
Spring Lake Compassionate Living
St. John's Health Care, PC
Stuart T. Wilson CPA, PC
Sunset at Home
TLC In-Home Services
Twin Lake Assisted Living
VRI
Water's Edge
West Shore Medical Personnel Service

2021 Board of Directors

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Aruna Josyula, MD **
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Josh Reece
Sherry White, Vice Chair

Oceana County
Martha Meyette
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Lesla Jordan
Mike Koppenol, Chair
Kathy Moore
Ron Rash
Staff: Steve Canum, Pam Curtis, Lisa Tyler

*Filled a partial term
**Resigned mid-year
***Deceased

SeniorResources 
Our Name. Our Focus.



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