

Grand Traverse County Commission on Aging 2020 Program Statistics



The Grand Traverse County Commission on Aging provides in-home services to resident senior citizens who are 60 years of age or older. Providing services safely for clients and staff is always a major focus of the COA, but was particularly challenging during the COVID-19 pandemic. The COA continued to provide all services throughout the entire year, except during March, April and May of 2020 when COA housecleaning services were put on hold for a 14-week time period. Below is information on services provided by the Commission on Aging during 2020 and the COVID-19 pandemic.

- Unduplicated number of clients seen = 1,743
- Number of visits to clients
 - Home Health Care = 5,199
 - Respite Care = 890
 - Housecleaning = 10,134
 - In Home Foot Care = 1,335
 - Outdoor Services = 8,818
- Number of clients receiving services, by program
 - Home Health Care = 148
 - Respite Care = 44
 - Housecleaning = 606
 - Medication Management = 62
 - In Home Foot Care = 383
 - Foot Care Clinics = 71
 - PERS = 804 (Personal Emergency Response Systems/Alert buttons)
 - Outdoor Services = 696 unduplicated clients
 - Lawn/Leaf Service = 425
 - Snow Removal Service = 401
 - Window Washing Service = 262
 - Miscellaneous Odd Jobs & Grab Bar Installations = 58
- During the 14-week shut down of Housecleaning services, Housecleaning staff made phone calls to isolated seniors and provided grocery shopping services for seniors who were not able to shop for themselves.
 - Number of calls made to area seniors by COA staff = over 14,000 calls, averaging 1,000 calls per week
 - Number of grocery shopping visits = 126
- COA supplied cloth masks to any seniors who requested them
- Baskets of Bounty program = 146 clients received these baskets during the holidays which contained non-perishable food items, toiletries, paper products and miscellaneous gifts.

**The Commission on Aging is thankful for the support of the citizens of
Grand Traverse County and remains honored to assist area senior citizens!**