



Achieved Program Outcomes FY 2025

The goal of the Ionia County Commission on Aging is to strengthen the well-being of all Ionia County Senior Citizens and to be the cornerstone of support services for their continued independence.

Services are provided in client homes, at our Senior Center in downtown Ionia, virtually, such as on Zoom, and at satellite sites located throughout the county.

Each year we survey clients to learn how we might improve services. We also look for areas where there is a need to develop a service, or to find a new resource for seniors in our community. This feedback is key as we develop our goals for the new year.

And each year polling returns results that both challenge and inspire us to find the best ways to serve Ionia County.

Completing renovations on our facility, particularly on our kitchen, remains a key deliverable for our agency. However, as the demand for services continues to rise, combined with uncertainty around state and federal funding, we continue to move cautiously on this.

While renovations are needed for the long term health of the agency, in the short term, it is imperative that we have the funds to meet current needs for food, hand-on help in the home, transportation to medical appointments and other supportive services

Polling results and our analysis follow. Thank you for your support of our programming in Ionia County and throughout our region.

Our vision for the future is encapsulated in our Senior Center in downtown Ionia. To respect our past and plan for the future, our facility is a welcoming destination for social interaction, enriching programming and a hub for information, where seniors have a voice and a hand in both content and community.

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Director
The Ionia County Commission on Aging
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Supportive Services Programming

In Home Services, Respite and Homemaker

Homemaker Survey Results:

- 99% of responses indicated that Ionia County Commission on Aging (ICCOA) Homemakers performed all the tasks assigned (124 of 125 replies).
- 98% of replies indicated that they would recommend ICCOA Homemaker Services to others (122 of 124 replies).
- 99% of responses received indicated that ICCOA direct care workers providing homemaker services are respectful and communicate effectively (124 of 125 replies).

Respite Survey Results:

- 100% of respondents indicated services helped them accomplish the things they wanted to do (answering *yes (15) or somewhat (5), of 20 replies received*).
- 65% of caregivers reported relief, as a result of receiving services (13 of 20 responses, indicating 6 or higher on a 10 point scale with 10 being *extremely relieved*. An additional 25% of respondents indicated a 5 on the scale).
- 85% of caregivers who receive Respite Services indicated a positive personal health score at their assessment, comparing their health to the same period last year (indicating 5 or lower on a 10 point scale where 1 is *very healthy*, 39 of 46 replies).
- For those clients who completed 2 surveys in the fiscal year (21 total), 33% indicated no change in their personal health score, 19% indicated improvement and 48% indicated decline.

Analysis: Our agency met or exceeded the targets set in all three standardized outcomes for Homemaker Services. And Respite surveys indicated the importance of providing these services to stressed caregivers.

FY 2025 continued a strong year of service delivery although service hours dipped slightly. One reason for this was the time needed to launch our Adult Day Program without adding additional administrative staff. This launch is an investment in the future, to serve growing numbers of clients, with a service model that requires fewer staff, while offering additional benefits.

We are excited to add our Blue Skies Adult Day Program to our suite of services supporting caregivers.

Respite continues to be an important part of Direct Care Services at our agency, comprising approximately 1/3 of all DCW services provided.

Assisted Transportation

- 95% of respondents indicated they were better able to maintain their health – through medical appointments and/or community connections – thanks to transportation provided by the Ionia County Commission on Aging Assisted Transportation (35 of 37 responses).
- 100% of responses indicated clients were able to get to their scheduled appointment(s) on time when using transportation provided by the Ionia County Commission on Aging Assisted Transportation Program (35 of 35 responses).
- 100% of respondents said their experience with Ionia County Commission on Aging Transportation Services was positive (36 of 36 responses).
- 94% of responses indicated Ionia County COA Transportation has reduced their stress and helped them maintain their independence (33 of 35 responses).

We polled on some additional topics this year with these results:

- 64% of respondents indicated they would be interested in receiving text notifications or reminders for their scheduled transportation from our agency (23 of 36 responses).
- 50% of respondents indicated they would be interested in receiving voice notifications or reminders for their scheduled transportation from our agency (18 of 36 responses).
- And finally, we polled on additional out-of-county, medical facilities to which clients would like us to provide transportation, and both Mt Pleasant and Carson City were mentioned (2 responses).

Analysis: All standardized outcomes for Transportation were achieved. And once again, extra appreciation was offered by several additional comments, thanking us for our service.

As OAA funded transportation is now provided by both staff drivers and volunteers, survey results include all transportation surveys returned, under all funding sources.

All transportation at our agency is provided with fleet vehicles. We believe this adds quality to the professional service we provide, where all drivers maintain current PASS Certification, hold a Chauffeur's License endorsement and receive hands-on training from our Transportation Coordinator, Ashley Denker, who is herself a certified trainer in the Passenger Assistance Safety and Sensitivity (PASS) Program. 6 of 7 of our fleet vehicles are also equipped with a ramp and are fully accessible.

Our goals for FY 26 are the same as FY 25: to continue to increase trips provided, to increase efficiency where possible (ie, shared rides) and to do our best to recruit volunteer drivers to make the most of the budget we have for this important service.

Disease Prevention/Health Promotion or DP/HP

Including Arthritis Exercise, EnhanceFitness™, A Matter of Balance and Tai Chi.

DP/HP is a core service at our agency. We host classes 5 days a week, at our Senior Center in Ionia, and provide Zoom classes for each discipline except A Matter of Balance. Each year we also host classes at one or more “satellite locations” in Ionia County.

Surveys were distributed at our Ionia Senior Center and mailed out to those who took classes at other sites, in FY 2025. Altogether, 72 surveys were returned.

Polling showed:

- 90% of responses said that they would take the class again (62 of 69, with an additional 3 answering *maybe*).
- 100% indicated they would recommend the class to others (71 of 71).
- 90% said their overall fitness level had improved because of the class (65 of 72, with 2 answering *maybe*).
- 90% felt that their balance and stability had improved due to the class (65 of 72, and 1 *maybe*).
- 96% said they felt the class was fun and a good social experience (69 of 72).
- 35% of respondents indicated they have attended via Zoom.
- 58% said they would like to learn how to attend on Zoom.

We also polled on additional classes our clients might like, and responses included yoga (more than once!), a walking group, line dancing and “Fit after 50.”¹ Other surveys also indicated an interest in bringing back Wii Bowling and offering Pickleball and weightlifting.

Additional comments and analysis:

Each year we look to grow our DP/HP program and welcome more seniors to classes. We do this by offering as much variety in classes, times, days and locations as we are able.

In FY 2026 we are thrilled to launch a new and exciting class, Drums Alive, offering both cardio and cognitive benefits in a fun drumming class. We hosted the first, intro class just a week ago and available spots were filled almost immediately.

We plan to leverage our experienced team of certified DPHP instructors to offer programming at our Blue Skies Adult Day program in FY 2026 as well.

¹ <https://fitafter50.com/>

Senior Center Activities

Our Senior Center in Ionia hosts a variety of activities, programming and services. It is also a hub for information, where seniors can learn more about our services, and services provided by others in Ionia County.

The goal of polling is to learn where we can improve our services, to learn where we need to develop resources to meet additional needs, and to set goals for the new year.

With 43 surveys returned, results showed:

- 95% indicated ICCOA staff were courteous and helpful, (always 88%, usually 7%).
- 89% replied that staff helped them gain access to appropriate services (always 76%, usually 13%).
- 82% indicated they were *very* satisfied with our agency's range of services while 14% indicated they were somewhat satisfied.
- 86% indicated they found the information in our newsletter helpful always or usually, an additional 11% responded sometimes.
- 95% indicated they would recommend our agency to a friend.
- Of 33 replies, 23 indicated they felt they had a voice in activities or services our COA offers, 7 said they were unsure and 3 respondents indicated they did not feel they had a voice.
- 48% of respondents indicated they were seeking information on Senior Center Services such as equipment exchange, SHIP counseling, Tax Aide, Senior Project Fresh, Tech Savvy Senior, DPHP.
- When asked to name other programming they'd like to see offered include respondents shared: a book club, cooking and nutrition classes, board games, crafting, music, bingo. Interest in accessing services at other locations was also indicated.

Analysis + goals for the new year:

Our goal for the new year is to continue to provide the resources and services our clients need, and to offer activities and programming that clients enjoy, that offer real benefits. As in FY 25, we will look to hold quarterly Lunch & Learns, combining a meal with Senior Center Programming, at each of our meal sites in FY 26.

With more seniors engaging with our agency, stretching existing staff hours to meet increased need becomes a challenge. A goal for FY 26 is to recruit volunteers to help lead activities where possible.

Notes on Congregate and Home Delivered Meal Survey Results

Survey results for Congregate and Home Delivered Meals also follow.

Our FY 25 Congregate Meal outcomes were positive and indicated clients enjoyed their meals and our meal sites. In FY 26, we will look to develop programming on food and nutrition which might better engage clients, addressing question 6 from surveys.

For Home Delivered Meals, our goal for the new year will be to achieve the standardized outcomes where we fell short this year and where we can make a difference, such as improving the taste of meals.

This report covers outcomes for Older Americans Act services including: Homemaker and Respite Services, Assisted Transportation, Senior Center Services and Healthy Aging/Disease Prevention. Funding for these services includes Older Americans Act funding, MDOT funding and importantly, Ionia County Senior Millage Funds.

Congregate Meal FY 25 Outcomes

Instructions: Enter number of responses in the appropriate box. Percentages will automatically calculate.

	#	%
1. In general, I like the taste of the meals.		
Agree	62	94%
Disagree	3	5%
Neutral	1	2%

2. The meal I receive is a good value for the suggested donation?		
Agree	74	95%
Disagree		0%
Neutral	4	5%
Didn't know		0%

3. Overall, my basic food needs are met/ I have enough to eat at home.		
Agree	76	96%
Disagree	1	1%
Neutral	2	3%

4. As a result of coming to the meal site, I feel less lonely?		
Agree	71	90%
Disagree	1	1%
Neutral	7	9%

5. Is the meal site welcoming?		
Agree	79	100%
Disagree		0%
Neutral		0%

6. I have gained knowledge on food and nutrition since having meals delivered?		
Agree	51	65%
Disagree	2	3%
Neutral	26	33%

7. I am able to visit the meal site as often as I want		
Agree	74	94%
Disagree		0%
Neutral	5	6%
If disagree, what barriers do you have? (select all that apply)		
Total people who answered		
Transportation		#DIV/0!
Personal (medical, appointments, work)		#DIV/0!
Days or Hour that meal site is open		#DIV/0!
Other		#DIV/0!

8. The program meet my expectation		
Agree	71	90%
Disagree		0%
Neutral	8	10%

HDM FY 25 Outcomes

Instructions: Enter number of responses in the appropriate box. Percentages will automatically calculate.

	#	%		#	%
1. In general, I like the taste of the meals.			5. Overall, my basic food needs are met/ I have enough to eat at home.		
Agree	117	77%	Agree	122	81%
Disagree	1	1%	Disagree	8	5%
Neutral	33	22%	Neutral	21	14%
3. The meal I receive is a good value for the suggested donation?			6. Since receiving the meals, my health has stayed the same or improved?		
Agree	126	83%	Agree	105	70%
Disagree	2	1%	Disagree	6	4%
Neutral	17	11%	Neutral	40	26%
Didn't know	6	4%			
3. Since receiving MOW, I eat more fruits and vegetables.			7. The meals I receive help me stay in my home/ are one of the reasons I can stay in my home?		
Agree	111	74%	Agree	117	77%
Disagree	9	6%	Disagree	6	4%
Neutral	31	21%	Neutral	28	19%
4. Before you began receiving MOW services, did you ever go to bed hungry?			8. I have gained knowledge on food and nutrition since having meals delivered?		
Agree	5	4%	Agree	80	53%
Disagree	46	30%	Disagree	12	8%
Neutral	99	66%	Neutral	59	39%
Do you ever go to bed hungry now?			9. The program meets my expectations		
Agree	1	1%	Agree	126	83%
Disagree	19	13%	Disagree	1	1%
Neutral	131	87%	Neutral	24	16%
Standardized Outcomes			Achieved %	Outcome Achieved (Yes/No)	
90% of clients will like the taste of their meals. (Q1)			77%	No	
70% of clients will report eating more fruits and vegetables. (Q3)			74%	Yes	
90% of clients will report having enough food to eat. (Q5)			81%	No	
70% of clients will report their health has stayed the same or improved since receiving the meals. (Q6)			70%	Yes	
85% of clients will report that the meals help them remain in their home. (Q7)			77%	No	

Q1= large amount of neutral but we are listening to meals clients prefer and having them more often and removing ones not liked.

Q5=Large # of neutral-unclear how we can improve when not clear what they mean- next year maybe broaden that out like Cong Q7.

*only response was political- "before trump yes, after trump no"

Q7=Large # of neutral-unclear how to improve- not clear what they mean- next year maybe broaden that out like Cong Q7.