

MEMORANDUM



TO: JEFF MUCK, PRCS DIRECTOR
FROM: SANDY FISHER, SOCIAL SERVICES COORDINATOR, OAS
CC: KIT KIESER, OLDER ADULT SERVICES MANA
SUBJECT: SOCIAL SERVICES REVIEW – 2022-23
DATE: JUNE 30, 2023

Mayor and Council –

A great summary of the social services offered by our OAS division

- Victor

Fiscal year 2022-23 was an active year for Older Adult Services' (OAS) Social and Support Services. Working to promote healthy, active, and independent lifestyles, OAS provided programs, services, and diverse resources to the older adults of the Novi Community. Most programs are offered without charge thanks in part to the willingness of our facilitators to donate their time and expertise. Listed below are highlights from fiscal year 2022-23 as of 5/31:

Nutrition Programs: Access to nutritious meals can be a challenge for many older adults. OAS works with Western Oakland Meals on Wheels to host the Daily Lunch program at the Meadowbrook Activity Center and a mid-day meal delivered to the homebound.

- Daily Lunch – Meals served: 4,987
- Homebound - Meals delivered: 35,214

OAS facilitates two food commodities programs for low-income households.

- Focus: HOPE – Food for Seniors Program: 277 boxes distributed.
- The Emergency Food Assistance Program (TEFAP): 66 boxes distributed.



Expert Advice: OAS assists Novi residents in finding answers to legal and healthcare questions by working with experts in law, estate planning and Medicare. Program volunteer hosts hold FREE 30-minute appointments or counseling sessions by phone, virtual consultation or in-person meeting.

- Ask the Lawyer with Eric Glick: 40 appointments held.
- Estate Planning Consultations with Karen Stewart: 9 sessions held.
- Medicare Medicaid Assistance Program (MMAP, Inc.): 106 counseling sessions provided. Participants are grateful to have access to reliable, unbiased information provided by Novi's MMAP counselors John Howland and Megan Schira. Last year, John Howland was included in the United Way's 2022 Volunteer Honor Roll. "As a Medicare Medicaid Assistance Program volunteer, John has helped hundreds of community members navigate confusing systems and save thousands of dollars related to their healthcare." Shari Smith, MMAP Manager



Technology Assistance: OAS helps to bridge the digital divide by hosting technology assistance programs presented by AARP volunteer Mike Allie and student volunteers from Technanagy.

- Tech Support – Group Meetings: 10 participants
- Cutting the Cord: 107 participants
- One-on-One Tech Assistance Program: 14 participants

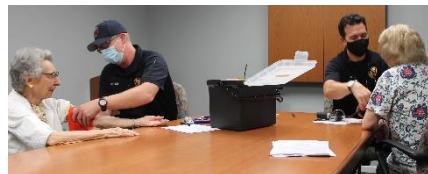


Life-Long Learning: Working with organizations like the Novi Community Coalition, OAS has hosted 20 programs including Mindful Art Journaling, Aging Mastery and AARP Smart DriverTEK to 220 participants. Each year, OAS supports family caregivers by hosting the "Powerful Tool for Caregivers" program in association with the Area Agency on Aging 1-B.

Volunteer Program: Volunteers have been an essential element of OAS programming since 1981. Volunteers assist with 90% of OAS activities. Each month, an average of 35 people share their time and talents serving the Novi Community. In addition to individuals, OAS works with organizations, including Western Oakland MOW, Area Agency on Aging 1-B and the AARP Foundation, which train volunteers to provide services like Medicare counseling and tax preparation. During fiscal year 2022-23, OAS volunteers volunteered a total of 3,134 hours.

Health & Wellness Programs: To promote healthy, active lifestyles, OAS hosts a variety of health and wellness programs, and evidence-based classes like "A Matter of Balance." These activities are presented by local healthcare providers, including Ascension as well as OAS volunteers.

- Free Blood Pressure Screenings provided: 585
- Therapeutic Massages performed: 366
- Health & Well-Being Programs participants: 408



DME Loan Closet: To expand access to durable medical equipment, the DME Loan Closet was started in 2004. Aligned with the Department's values of environment and inclusion, the Loan Closet keeps equipment in use and out of landfills as well as providing low-income residents access to items that are otherwise unaffordable. In fiscal year 2022-23, 1,365 interactions took place including loans, returns, donations and phone conversations related to various DME topics. The most often heard phrase is "This [service] is a good reason to live in Novi."

AARP Tax Aide: City of Novi hosts one of the biggest AARP Tax Aide sites in the state. 461 taxes were filed by AARP Tax Aide volunteers from February 1 through April 12. The Novi Civic Center is the host site for AARP Tax Aide Counselor training for our district. Per our site coordinator Jack Motz, these are common phrases counselors often hear:

- "You actually LIKE to do this? Adding, we really appreciate you doing this for us."
- "We used to pay over half of our refund having our tax return prepared."
- "I don't know how we'd ever be able to do this without you."

Support Groups: "If you're facing a health challenge or stressful life change, you don't have to go it alone. A support group can help." OAS hosts two support programs. Bereavement Support is presented in association with O'Brien-Sullivan Funeral Home

hosted 21 participants. The DATA Hearing Loss Support Group hosted by OAS volunteer Patty Soma assisted 9 participants.

Community Resources: Guiding older adults towards support programs and community-based resources which enable them to connect with much needed services. 193 resource information requests were provided on topics such as minor home repair, affordable housing, and food assistance. To assist veterans in connecting with VA Benefits, OAS has hosted the Oakland County Veterans Resource Fair twice. 217 veterans attended in 2023. Participants commented that they were happy to get the Veterans benefit information they needed.

All programs, classes and services listed are facilitated by OAS Social Services Coordinator, Sandy Fisher. Community resources are provided via phone, email, or in-person. In 2022, 1,458 phone calls were received from older adults in the Novi community requesting assistance.