



PACENorth²ND

Program of All-Inclusive Care for the Elderly

ANNIVERSARY



**2019-
2021**

Report to the
COMMUNITY

Living at Home: Your Goal, Our Priority



MISSION

Through our holistic and coordinated healthcare services, provided with dignity and compassion, we enhance the quality of life and independence of aging adults.



VISION

To be the recognized leader for innovative, community-based long-term care and support services.



VALUES

QUALITY
SAFETY
COMPASSION
INTEGRITY
COLLABORATION
COMMUNITY

Shortly after opening its doors in September 2019, PACE North responded effectively to the COVID-19 pandemic just as it began disrupting the world. The events of the last two years could have easily derailed our team or detracted from the vision of bringing this unique model of care to our region. Instead, our team showed its resolve despite the challenges of a new program, never wavering in its commitment to serve our participants while keeping them safe. As the psychoanalyst Viktor Frankl stated, "Everything can be taken from a man but one thing: the last of the human freedoms—to choose one's attitude in any given set of circumstances, to choose one's own way." Our team's attitude at the onset of the COVID-19 pandemic allowed many participants the option of staying within their homes and the community at large while still receiving care.

The images and statistics included in this report highlight the positive impact our dedicated staff have had on the community over the last two years. Research conducted by AARP highlighted that 80 percent of adults prefer a home setting over a nursing home or other institutional setting. PACE North brings this option within reach. The PACE model offers independence, access to family and friends, socialization, and the comforts of home. PACE North delivers on the promise of the PACE model. A recent survey of our participants by Vital Research revealed a 91% overall satisfaction rate, with family caregivers reporting a 35% decrease in caregiver burden after their loved one enrolled as a PACE North participant. PACE North enrolled 57 new participants between February 2020 and January 2021, ending 2021 with 121 participants. This is not only a testament to the need in our area but also to the dedication of our staff, volunteers, and supporters. These great results are just the beginning.

Our team recognizes that there is no finish line – there are only mile markers. We are incredibly proud of the work we have done, but we acknowledge other challenges on the horizon as we work to broaden our impact on the lives of Northern Michigan seniors.

We hope you share our excitement as you read about our milestones and our future goals. We're eager to bring compassionate care to those who count on us—particularly in these life-changing times. All of us at PACE North are deeply grateful for your support. We hope you continue to be a part of our crucial work in 2022 and beyond.



Greg Kish
BOARD
PRESIDENT



*Mary
Johm-Williams*
EXECUTIVE
DIRECTOR

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PACE North 2021 BOARD OF DIRECTORS

PRESIDENT

Gregory Kish

VICE PRESIDENT

Elizabeth (Betsy) Aderholdt

TREASURER

Robert Schlueter

BOARD MEMBERS

Rose Coleman
Korvyn Hansen
Marie Hooper
Linda Root
James Whelan, MD

EX OFFICIO

Mary John-Williams

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ABOUT US

PACE (Program of All-Inclusive Care for the Elderly)

provides coordinated care for nursing-home eligible older adults so that they are supported in living safe and healthy lives in their own homes. PACE is centered on the belief that it is better for the well-being of seniors with chronic care needs and their families to be together – living at home. PACE North supports northern Michigan seniors to remain independent in their own homes and communities.

What do you like best about the PACE program?

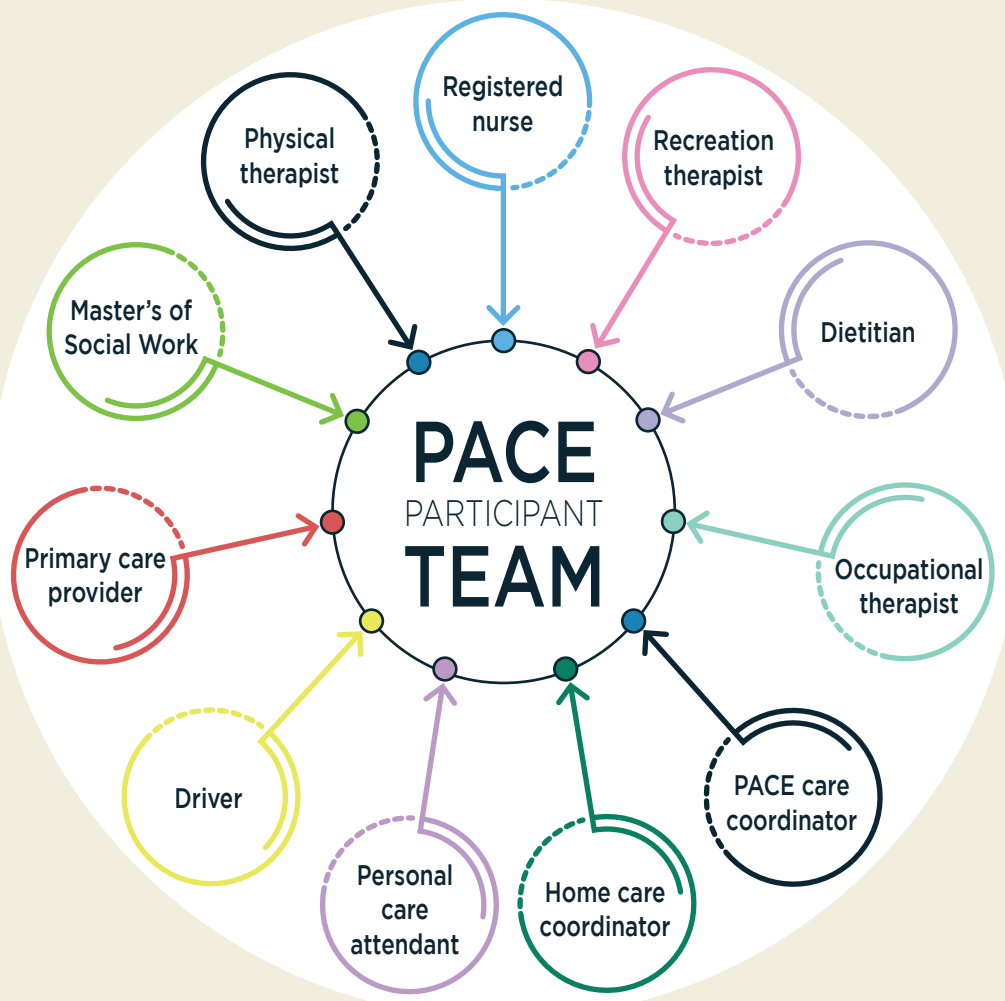
"The people, staff and participants. We are one big happy family."

PARTICIPANT

What do you like best about the PACE program?

"They have given my mom more freedom. While they take care of her, I am better able able to care for myself."

CAREGIVER



SERVICE AREA

BENZIE
GRAND TRAVERSE
KALKASKA
LEELANAU
NORTHEAST MANISTEE
SOUTHEAST ANTRIM
WEXFORD COUNTIES



PARTICIPANT

What do you like best about the PACE program?

"My goal was to be able to walk again and my therapist did that."

PARTICIPANT

What do you like best about the PACE program?

"What I like best is that they provide everything that I need. And I enjoy spending time with my friends and making new friends."

CAREGIVER

How has PACE helped you?

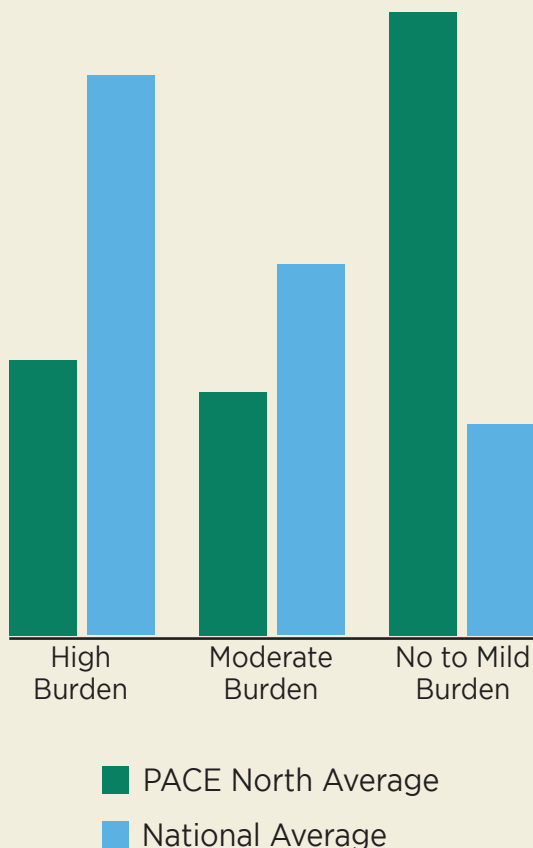
"They help me understand home care, and medical issues. They provide all of the 'products and medications' she needs."

SURVEY SAYS

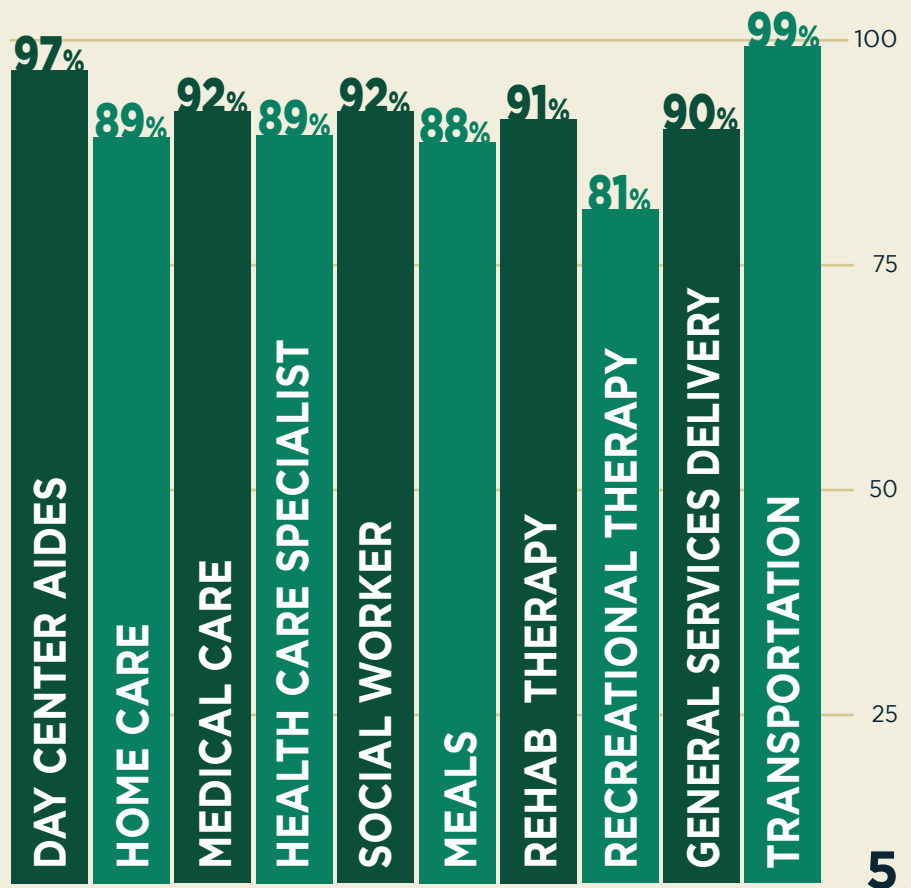
PARTICIPANT & CAREGIVER SURVEY RESULTS

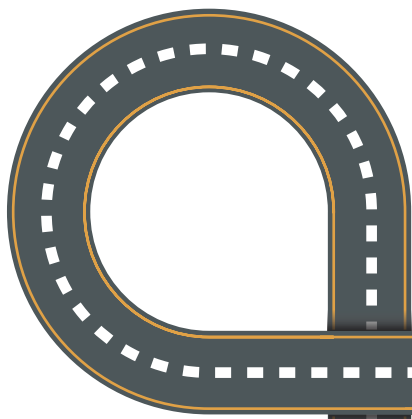
PACE North's first Participant and Caregiver survey took place from September through November 2021 and was conducted by a third party provider. The Integrated Satisfaction Measurement (I-SAT) Caregiver/Family survey was developed by Vital Research in partnership with the California PACE Association (CalPACE.) All Caregivers and a random sampling of Participants were interviewed and/or mailed a survey to complete. Highlights and comments from the survey are shown here:

CAREGIVER BURNOUT CHART



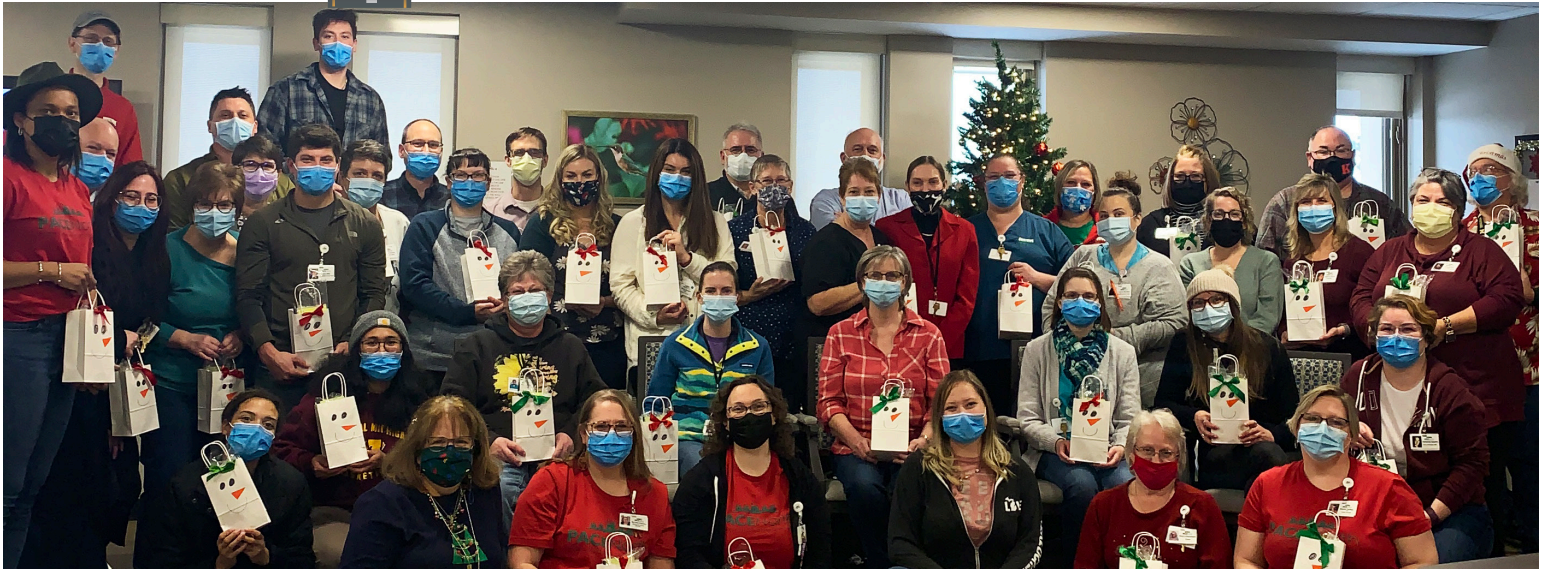
PARTICIPANT OVERALL SATISFACTION





328,407

Miles driven by drivers



DEC 2021 - FIRST ALL STAFF TOWN HALL



15,514

PACE Clinic
Appointments



45,133

Home Care
Hours Provided



18,034

Home Delivered
Meals

155

Total Participants
Served

100%

Staff Fully
Vaccinated

REVENUE SOURCES

49%

MEDICARE

47%

MEDICAID

2%

PRIVATE PAY

2%

OTHER

WE'RE GROWING

2021

AUGUST 1

Enrolled our
100TH
participant
Evelyn H.



2019

OCTOBER 1

PACE North
welcomed our
FIRST participant

DEC 2021

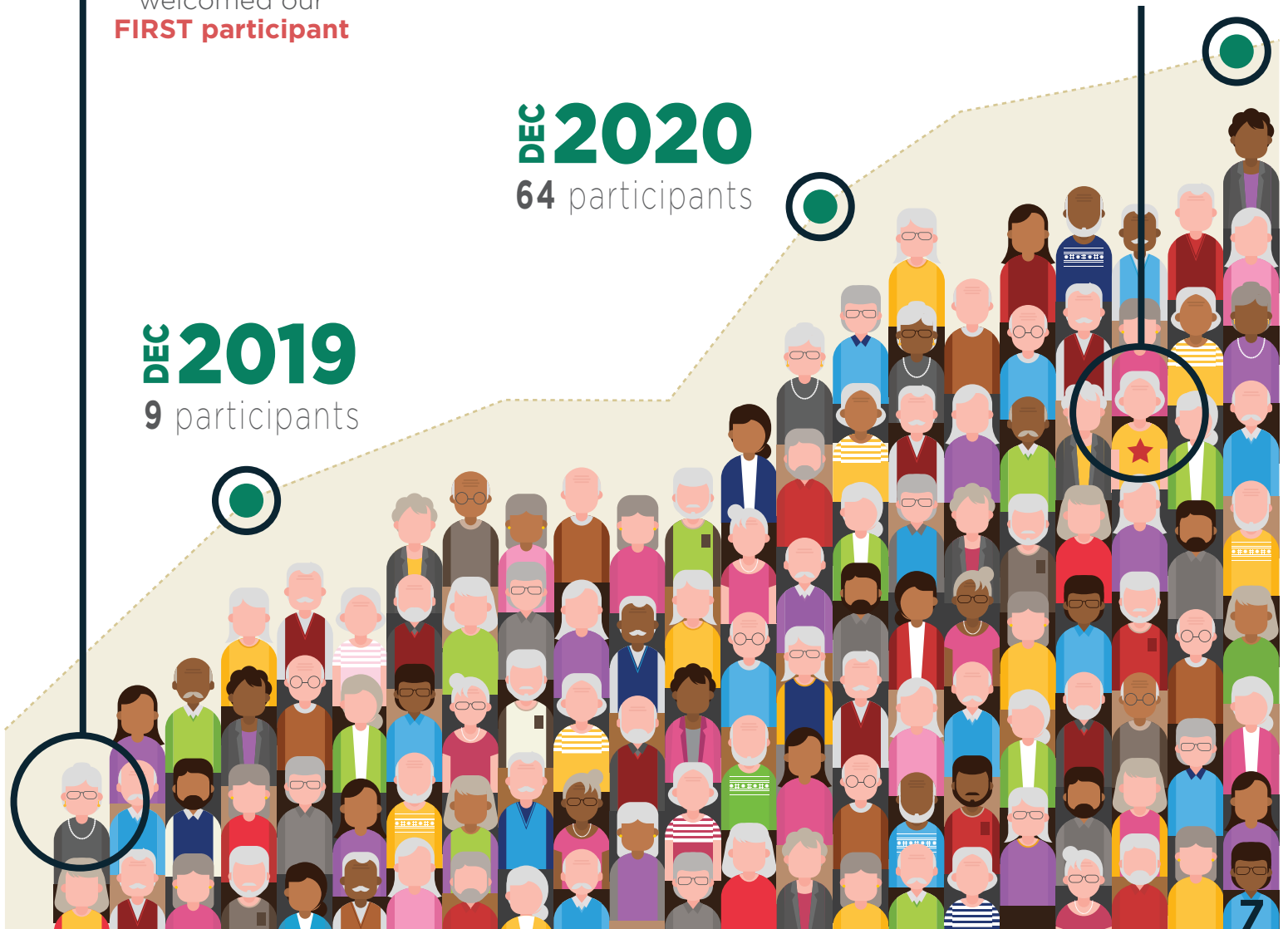
121 participants

DEC 2020

64 participants

DEC 2019

9 participants



RIBBON CUTTING 2019



PICTURED FROM LEFT TO RIGHT:

Kelly Lively

Senator Gary Peters NM Regional Coordinator

Mary Marois

PACE North Board President 2019-2021

Agnes Hayden

Honorary PACE Campaign Co-Chair

Sherrie Moseler

PACE North Executive Director 2019-2021

Kory Hansen

Grand Traverse Pavilions

Administrator/CEO 2008-2021

Clara McManus

Honorary PACE Campaign Co-Chair

Deborah Allen

Grand Traverse Pavilions CDO

PACE North - Where it all began...

Over a decade ago, the seed was planted to bring a PACE (Program of All-Inclusive Care for the Elderly) program to northern Michigan. Kory Hansen, former CEO for the Grand Traverse Pavilions, at the time, saw the need to expand senior services in the region. After identifying the greater Grand Traverse Region as the fastest growing region for older adults, it was clear to Kory and his leadership team at the Pavilions that there was an increasing need for innovative, long-term care services in the area. Discussions started with the Pavilions leadership team and eventually came to the Pavilions Foundation Board to initiate a Capital Campaign to raise funds to bring PACE North to reality. Our Board embraced the concept and saw the program as a natural complement to the "continuum of care" provided at the Pavilions.

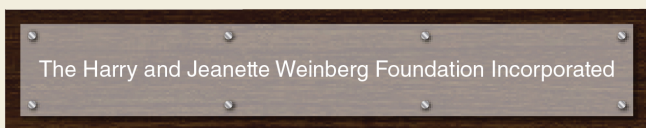
On Friday, September 20, 2019, PACE North held a ribbon cutting ceremony to celebrate the renovated facility at 2325 Garfield Road North, Traverse City, Michigan. In October, we were approved by the State of Michigan to serve adults 55 and older in a seven-county region, including Antrim, Benzie, Grand Traverse, Kalkaska, Leelanau, Manistee, and Wexford counties. PACE North joined 13 other PACE programs in the State of Michigan supporting older adults to live safely and independently at home and in the community, avoiding institutional care for as long as possible.

Today, PACE North is fast approaching its first goal of serving 140 participants. Discussions for future growth are well underway. The need is great and the support is vast. Seniors in the seven-county region can count on there being a PACE program near them to meet their needs as the organization scales. As President of the Pavilions Foundation Board, I am so proud of this community. Together, we saw the need, we identified a solution, we met the challenge, and now PACE North is well on its way to serving hundreds of older adults in need. I can't wait to see what the future holds.

Dennis Prout
PRESIDENT OF
PAVILIONS
FOUNDATION
BOARD



TOTAL CONTRIBUTIONS \$6,000,000



PACE NORTH IS A NON-PROFIT 501C3 ORGANIZATION

All donations are tax-exempt and may be directed to specific services or directed toward general purpose to benefit our Participants.

100%

OF CONTRIBUTIONS

are used to directly
impact our Participants.



CHERRYLAND CARES FUND

\$3500

for Freedom Traxx

PARTICIPANT PURPOSE FUND

100%

of donated funds support
Participant's unmet needs.



HOLIDAY BAGS OF CHEER

delivered to Participants at home.
Thank you Glenwood Senior Services

WAYS TO GIVE



Financial gifts
accepted through
Facebook
@pacenorth
Follow, Share & Like
us to help spread
the good news.



Use this QR code to
visit our website
pacenorth.org/donate



Mail a check payable
to **PACENorth** to
2325 Garfield Road N.
Traverse City, MI
49686



Shop Amazon?
Sign up for
AmazonSmile
(smile.amazon.com),
search PACE North
& .5% of every
purchase will be
donated to us.

THANK YOU

TO OUR STAFF!

So often a story is shared demonstrating how our team has gone above and beyond to improve the quality of life for our participants. It is because of each of YOU that PACE North is making such a measurable impact on the lives of our older adult community.

- Mary John-Williams, Executive Director

LEAH SADIE KATES SUNNY
SYDNEY STEPHANIE JEFF
JENIFER MELISSA LAURA
MYA NICHOLE HEATHER
KRISTIN JOHN SHANNON
DEBRA BRIAN JENNIFER
MELODY JARED AMANDA
JOSH MICHELLE CHERYL
SHANNON CILLA KAREN
LORI FATIMA BOB JENNY
EDABBY JANEMICHAELA
SEAN HOLIDAY CHELSEY
MARY KYLE JOANNA AMY
JAKE KELLY MARK NIKKI
TODD MARIA JOHN



104TH DISTRICT
STATE CAPITOL
P.O. BOX 30014
LANSING, MI 48909-7514

MICHIGAN HOUSE OF REPRESENTATIVES

JOHN R. ROTH
STATE REPRESENTATIVE

PHONE: (517) 373-1766
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JohnRoth@house.mi.gov
www.RepRoth.com

January 31, 2022

PACE North
Attn: Mary John-Williams, Executive Director
2325 Garfield Road N
Traverse City, MI 49686

Dear Mary,

It has been a privilege to work with PACE North and to have such a wonderful program in my district that offers support and value to older adults in Northern Michigan. During my visit to the program, it was evident that the seniors who attend the program were not only cared for but cared about. The staff go above and beyond to make sure that everyone not only is well cared for, but also that everyone feels welcome. There were lots of smiles and a general sense of belonging.

The innovative, model of care that PACE offers are what Michigan needs more of, to meet the increasing needs of our aging community. The impact a PACE program has on one's life is felt not only with the participant, but with their families, caregivers, and loved ones. Knowing that when enrolled in PACE, one can expect to remain living at home, engaged in their community and an active member of their circle of friends and family, brings a sense of peace and comfort to everyone involved.

With the challenges faced by seniors during the pandemic, the value of programs like PACE North, became even more clear. I salute the staff, leaders, and Board members, who have made PACE North a valuable resource to older adults in northern Michigan. I look forward to continuing to support your efforts, making older lives, better lives.

Sincerely,

John Roth, State Representative
104th House District





PACE North & THE FUTURE

With most of the counties in our service area having over 25% of their population over the age of 65 – we have a lot of work to do. With your support we are positioning ourselves to meet the increasing demand for our services. We look forward to you joining us as we develop:

Strategic Planning for growth

Increased capacity to serve more seniors

Increased community partners

Increased access to PACE services

Advocating to Legislators



PACENorth
Program of All-Inclusive Care for the Elderly
WE'RE GROWING

2325 Garfield Road N Traverse City, MI 49686

231-252-2767; Toll Free 833-410-2086; TDD/TYY 833-410-2082.

Email: info@pacenorth.org



Facebook.com/Pacenorth



pacenorth.org



Check us out on our YouTube channel for a virtual tour of our Center and a story about Lisa, her aging Mom and how PACE helped.